

Welch Allyn RetinaVue™ Network

Network guide

Software version 4.X

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This manual applies to the 901108 PACS MEDICAL IMAGE SYSTEM



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About this network guide

Primary intended users

This network guide is for medically qualified, trained healthcare professionals. Secondary intended users include biomedical personnel, IT professionals, and both Welch Allyn and third-party service personnel.

Intended use

The Welch Allyn RetinaVue Network is a web-based software system application intended for use in storing, managing, and displaying patient data, diagnostic data, and images from computerized diagnostic instruments. Original and enhanced images can be viewed by trained healthcare professionals.

Prescription use only.

Contraindications

There are no known contraindications.

Cautions



CAUTION When manually entering patient information, do not use the same patient identifier for multiple patients. This may result in inaccurate data association.

Computer system requirements

Item	Requirement description
Configuration	Tower or desktop computer preferred; laptop or tablet
CPU	1 GHz (or equivalent) minimum, 2 GHz or greater recommended
Hard disc	150 MB free HDD space, 16 GB free HDD space or greater recommended ¹
RAM	2 GB minimum, 4 GB recommended

Item	Requirement description
Monitor resolution	1280 x 720 recommended
Ethernet Port	RJ-45
Ports	2 USB, 2.0 port or greater
Operating system	Windows 7 with SP1 32-bit and 64-bit, Windows 8.1 64-bit, Windows 10 with latest SP RetinaVue Network Prerequisite software requirements: • Microsoft Visual C++ 2013 Runtime Libraries (x86) • Microsoft .NET Framework 4.5 • Perform a Windows update before installation.
Web browser	Internet Explorer (version 11 or greater), Chrome for Windows (latest version)
High-speed Internet connection	Broad-band Internet connection (minimum download speed 1.5 Mbps)
Firewall	Ability to connect to www.retinavue.net on ports 80 and 443 with <i>RetinaVue Network.exe</i> • Allows the submittal of captured images from the client to the Welch Allyn RetinaVue Network Web Server
Certificates	Go Daddy Root certificate Authority installed on the computer • Allows secure/protected communication between the client and the Welch Allyn RetinaVue Network Web Server • This is usually installed by default on the supported Windows Operating system for this product. Contact your IT department for questions and issues.

IT Network Security

Computers used to connect to RetinaVue Network Customer Portal or used to download the RetinaVue Network software application should be set up and maintained following IEC 80001 or similar IT Network security practices. These include:

- physical security of the computer and any connected peripherals to prevent theft, tampering, unauthorized use, or unintended disclosure of private data shown on the computer screen
- individual user authentication using strong passwords and, if possible, some form of multi-factor authentication
- idle-session timeouts with either screen locking or automatic logout
- user access rights/permissions limited to those required for the user's assigned role
- timely installation of all computer and operating system vendor's security patches and updates
- anti-virus, anti-malware, and/or intrusion detection/prevention software from a trusted vendor installed and regularly updated
- periodic system backups, with regular testing of system recovery procedures
- secure network connection, either wired or wireless. Wired network connections should be physically secured and/or protected by 802.1X network access control and/or IPsec. Wireless network connections should use WPA2-PSK or WPA2- Enterprise security with strong username/password or X.509 certificate-based authentication.

Customers should only download the RetinaVue Network software application directly from the RetinaVue Network Customer Portal (secure website).

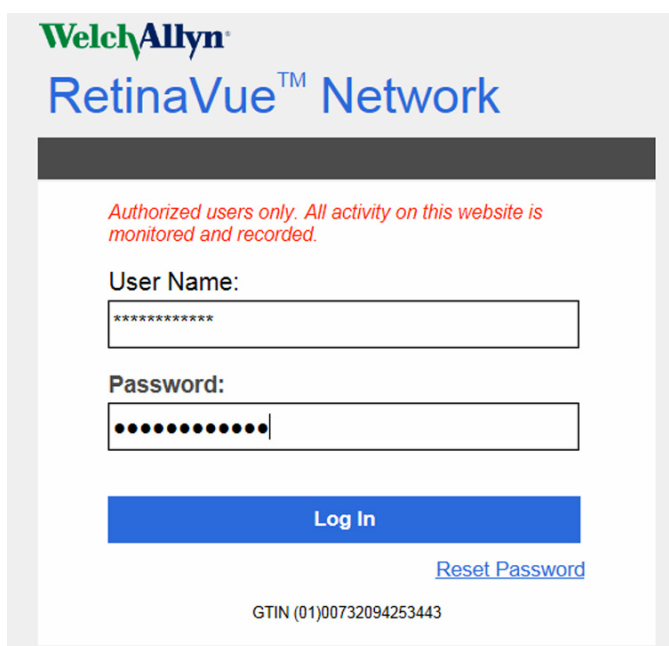
¹This is space required to install the RetinaVue Network software application and to store exams while running. See Microsoft System requirements for your Operating System.

Log in to the RetinaVue Network Customer Portal

1. Log in to the RetinaVue Network Customer Portal at this link:

https://www.retinavue.net/RN_CustomerPortal/.

Enter your User Name and Password and click **Log In**.



The screenshot shows the Welch Allyn RetinaVue Network login interface. At the top, the Welch Allyn logo is in green, and 'RetinaVue™ Network' is in blue. Below this is a dark grey horizontal bar. A red warning message reads: 'Authorized users only. All activity on this website is monitored and recorded.' The login section contains two text input fields: 'User Name:' with a masked password '*****' and 'Password:' with a masked password '●●●●●●●●'. A blue 'Log In' button is positioned below the password field. To the right of the button is a blue link for 'Reset Password'. At the bottom, the GTIN (01)00732094253443 is displayed.

The *Welcome* screen appears.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☒ Schedule a Patient *(wireless only)*
- ☐ View Scheduled Patients *(wireless only)*
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices *(wireless only)*
- ☐ Manage Clinics
- ☐ Edit Company Information

Next



Log in to the RetinaVue Network Customer Portal using Two-Factor authentication

1. Log in to the RetinaVue Network Customer Portal.

Enter your User Name and Password and click **Log In**.

WelchAllyn
RetinaVue™ Network

Authorized users only. All activity on this website is monitored and recorded.

User Name:

Password:
●●●●●●●●

Log In

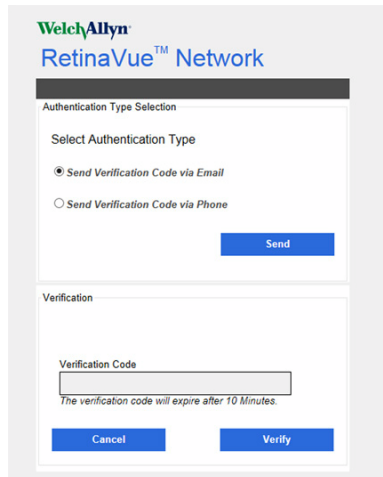
[Reset Password](#)

GTIN (01)00732094253443

The *Select Authentication Type* screen appears for the choice selected in the account setup. For Email, select *Send Verification Code via Email* and click **Send**.

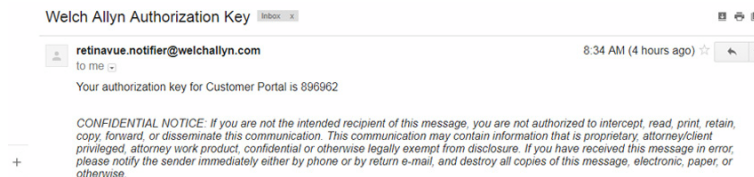
Note

You might need to modify your spam filter settings or check within your junk email folder if you cannot find a Two-Factor Authentication e-mail from **retinavue.notifier@welchallyn.com**.



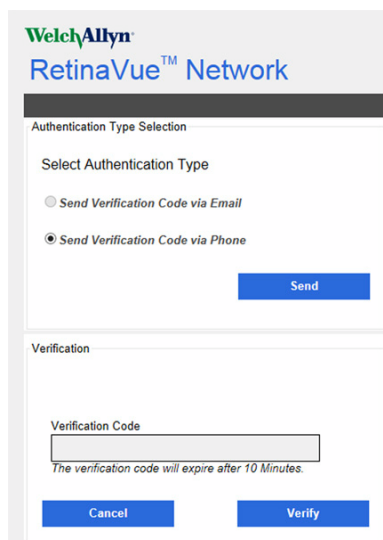
The image shows the 'Authentication Type Selection' screen of the WelchAllyn RetinaVue Network. It has a title bar with the WelchAllyn logo and 'RetinaVue™ Network'. Below the title bar is a section titled 'Authentication Type Selection' with the instruction 'Select Authentication Type'. There are two radio button options: 'Send Verification Code via Email' (which is selected) and 'Send Verification Code via Phone'. A blue 'Send' button is located to the right of these options. Below this section is a 'Verification' section with a text input field labeled 'Verification Code'. A note below the field states 'The verification code will expire after 10 Minutes.' At the bottom of the verification section are two blue buttons: 'Cancel' and 'Verify'.

An e-mail is sent to the e-mail address of the user logging in. The e-mail from **retinavue.notifier@welchallyn.com** contains the authorization key needed to verify authentication at Customer Portal for each login.



2. Type, or copy and paste, the authorization key from the **retinavue.notifier@welchallyn.com** Email into the Verification Code field and click **Verify**.
3. If the SMS text messaging choice was selected, choose Send Verification Code via Phone and click **Send**.

Note Selecting any Two-Factor Authentication option applies to all users in the company. If *SMS Only* was chosen, a cell phone number for each user in the company needs to be provided in order for this feature to work.



This image shows the same 'Authentication Type Selection' screen as the first image, but with the 'Send Verification Code via Phone' radio button selected. The 'Send' button is still present. The 'Verification' section below remains the same, with the 'Verification Code' input field and the 'Verify' button.

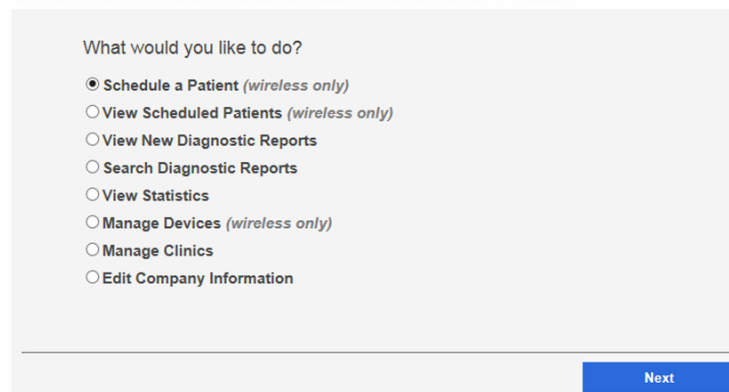
Type the authorization key from the SMS text message on your phone into the Verification Code field and click **Verify**.

Features of the RetinaVue Network Customer Portal

The following features are available on RetinaVue Network Customer Portal:

- Schedule a Patient (wireless only)
 - Note** Clinics using the EMR workflow cannot be selected.
 - Search RetinaVue Network for a previous patient
 - Create a Demo Patient
- View Scheduled Patients (wireless only)
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices (wireless only)
 - Add, view, edit, or deregister devices
- Manage Clinics
 - Update Referring Physicians (Providers)
 - Update Clinic Information
 - Manage Users
 - Add New Clinic (Company Admin only)
- Edit Company Information (Company Admin only)

Welcome to the RetinaVue Customer Portal



What would you like to do?

- ☒ Schedule a Patient (wireless only)
- ☐ View Scheduled Patients (wireless only)
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices (wireless only)
- ☐ Manage Clinics
- ☐ Edit Company Information

Next

Overview of View New Diagnostic Reports

From the RetinaVue Network Customer Portal *New Diagnostic Reports* screen all users can:

- **View New Diagnostic Reports**
- **Download Selected PDFs**
- **Download Selected TIFFs**

New Diagnostic Reports

Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date	
☒	Last-1061392784, First-737098007	MRN-2142456376	9/19/1926	5/5/2018	6/7/2018	6/7/2018	View Edit
☒	Last-1096227554, First-1308520055	MRN-765994852	5/4/2016	3/7/2018	6/7/2018	6/7/2018	View Edit
☒	Last-110659414, First-2071501028	MRN-1551057333	7/17/1979	2/19/2018	6/7/2018	6/7/2018	View Edit
☒	Last-112511688, First-255903096	MRN-943453007	12/1/1954	3/3/2018	6/7/2018	6/7/2018	View Edit
☒	Last-1184378607, First-2016600445	MRN-974555694	8/7/1925	3/12/2018	6/7/2018	6/7/2018	View Edit
☒	Last-1195677642, First-2063846915	MRN-1145316609	1/3/1977	3/17/2018	6/7/2018	6/7/2018	View Edit
☐	Last-1210354870, First-1775529970	MRN-1697099307	6/25/1968	3/16/2018	6/7/2018	6/7/2018	View Edit
☐	Last-1234310294, First-509707291	MRN-1409561268	9/25/1962	3/15/2018	6/7/2018	6/7/2018	View Edit
☐	Last-1243576161, First-643079565	MRN-118495221	11/4/1962	2/19/2018	6/7/2018	6/7/2018	View Edit
☐	Last-134398823, First-1714893016	MRN-995677116	5/12/1989	5/28/2018	6/7/2018	6/7/2018	View Edit

12345678910 ...



View New Diagnostic Reports

1. Log in. (See Log in to the RetinaVue Network Customer Portal).
The *Welcome* screen appears.
2. Select *View New Diagnostic Reports* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☐ Schedule a Patient *(wireless only)*
- ☐ View Scheduled Patients *(wireless only)*
- ☒ **View New Diagnostic Reports**
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices *(wireless only)*
- ☐ Manage Clinics
- ☐ Edit Company Information

Next

The *New Diagnostics Reports* screen appears.

New Diagnostic Reports

Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date	
☒	Last-1061392784, First-737098007	MRN-2142456376	9/19/1926	5/5/2018	6/7/2018	6/7/2018	View Edit
☒	Last-1096227554, First-1308520055	MRN-765994852	5/4/2016	3/7/2018	6/7/2018	6/7/2018	View Edit
☒	Last-110659414, First-2071501028	MRN-1551057333	7/17/1979	2/19/2018	6/7/2018	6/7/2018	View Edit
☒	Last-112511686, First-255903096	MRN-943453007	12/1/1954	3/3/2018	6/7/2018	6/7/2018	View Edit
☒	Last-1184378607, First-2016600445	MRN-974555694	8/7/1925	3/12/2018	6/7/2018	6/7/2018	View Edit
☒	Last-1195677642, First-2063846915	MRN-1145316609	1/3/1977	3/17/2018	6/7/2018	6/7/2018	View Edit
☐	Last-1210354870, First-1775529970	MRN-1697099307	6/25/1968	3/16/2018	6/7/2018	6/7/2018	View Edit
☐	Last-1234310294, First-509707291	MRN-1409561268	9/25/1962	3/15/2018	6/7/2018	6/7/2018	View Edit
☐	Last-1243576161, First-643079565	MRN-118495221	11/4/1962	2/19/2018	6/7/2018	6/7/2018	View Edit
☐	Last-134398823, First-1714893016	MRN-995677116	5/12/1989	5/28/2018	6/7/2018	6/7/2018	View Edit
12345678910...							

3. Select an exam and click **View** to view new exams that have been submitted to the RetinaVue Network Customer Portal and evaluated. Selected exams contain a checkmark.
4. To *Download Selected Reports*, click **PDF** to download a compressed zip file (in PDF format) to the computer. Click **TIFF** to download a compressed zip file (in TIFF photo format) to the computer. Once the files are downloaded to the computer, the files no longer appear on the *New Diagnostic Reports* screen.
5. Click **Back** to return to the *Welcome* screen.



Overview of Search Diagnostic Reports

Company Administrators can search for diagnostic reports for all company clinics within the RetinaVue Network from the *Search Diagnostic Reports* screen. Clinic Administrators and users set up with the *View Reports* role can search for diagnostic reports for their clinic from the *Search Diagnostic Reports* screen. The maximum number of exams that appear on the first *Search Diagnostic Reports* screen is 10.

Note Click on the page icon to see more reports if there are more than 10 reports.

Search Diagnostic Reports

First Name	Last Name	MRN	Start Date	Stop Date	
			02/05/2018	05/24/2018	Search

Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date	
☐	LASTNAME, FIRSTNAME	711413	5/30/1935	9/9/2015	5/10/2018	5/10/2018	View

Download Selected Reports



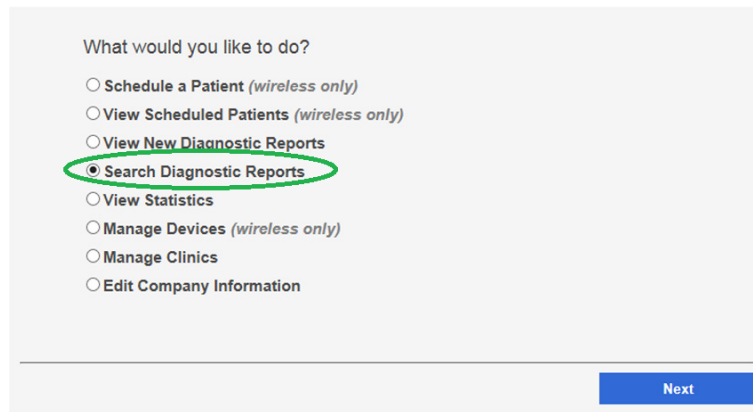
Search Diagnostic Reports

1. Log in. (See Log in to the RetinaVue Network Customer Portal).

The *Welcome* screen appears.

2. Select *Search Diagnostic Reports* and click **Next**.

Welcome to the RetinaVue Customer Portal



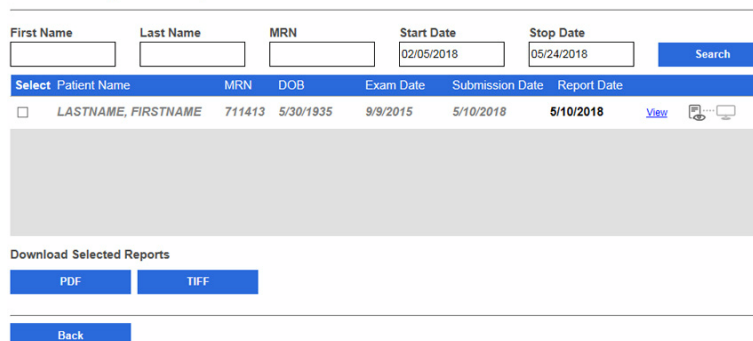
What would you like to do?

- ☐ Schedule a Patient (*wireless only*)
- ☐ View Scheduled Patients (*wireless only*)
- ☐ View New Diagnostic Reports
- ☒ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices (*wireless only*)
- ☐ Manage Clinics
- ☐ Edit Company Information

Next

3. Use any, or all, of the search fields to search for a report. Enter a patient's *First Name*, *Last Name*, *Medical Record Number (MRN)*, *Start Date*, or *Stop Date* and then click **Search**. Reports meeting any of the search parameters appear on the *Search Diagnostic Reports* screen.

Search Diagnostic Reports



First Name: Last Name: MRN: Start Date: Stop Date: **Search**

Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date	
☐	LASTNAME, FIRSTNAME	711413	5/30/1935	9/9/2015	5/10/2018	5/10/2018	View  

Download Selected Reports

PDF **TIFF**

Back

4. Select a report and click **View** to view the report. The maximum number of reports that appear on the *Search Reports* screen is 10. Click on the page number icon to view additional exams.
 - a. (Optional) Click **Edit** to edit the report. Patient demographic information can be edited from this option.
5. To download the report click **PDF** or **TIFF**.
6. Click **Back** to return to the *Welcome* screen.



Overview of View Statistics

Company Administrators can view or download reports for all company clinics within the RetinaVue Network or specific clinics associated with the company. Clinic Administrators can view or download reports for their clinic.

Volume and Performance Reporting

Clinic: **All Clinics** | Report Type: **Exam Detail Report** | Start Date: **01/01/2018** | Stop Date: **3/31/2018** | **Load**

Imager Model	Company	Clinic	Patient Last name	Patient First name	
Vue 100 Imager	TN Med Group	Medical Center 1	W*****	Va*****	
Vue 100 Imager	TN Med Group	Medical Center 1	Sm*****	Jo*****	
Vue 100 Imager	TN Med Group	Medical Center 1	Pa*****	Te*****	
Vue 100 Imager	TN Med Group	Medical Center 1	fd*****	as*****	
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	lv*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Ro*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Kj*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Vj*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Pi*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Ma*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Ro*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Mc*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Ma*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	O*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	O*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 2	Al*****
34160034	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 4	Ha*****



View Statistics

1. Log in. (See Log in to the RetinaVue Network Customer Portal).
The *Welcome* screen appears.
2. Select *View Statistics* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☐ Schedule a Patient (wireless only)
- ☐ View Scheduled Patients (wireless only)
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☒ **View Statistics**
- ☐ Manage Devices (wireless only)
- ☐ Manage Clinics
- ☐ Edit Company Information

Next

3. Select *All Clinics* or select a specific clinic from the drop-down menu.

Volume and Performance Reporting

Clinic: **All Clinics** | Report Type: **Exam Detail Report** | Start Date: **01/01/2018** | Stop Date: **3/31/2018** | **Load**

Imager Model	Company	Clinic	Patient Last name	Patient First name	
Vue 100 Imager	TN Med Group	Medical Center 1	W*****	Va*****	
Vue 100 Imager	TN Med Group	Medical Center 1	Sm*****	Jo*****	
Vue 100 Imager	TN Med Group	Medical Center 1	Pa*****	Te*****	
Vue 100 Imager	TN Med Group	Medical Center 1	fd*****	as*****	
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	lv*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Ro*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Kj*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Vj*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Pi*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Ma*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Ro*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Mc*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	Ma*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	O*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 1	O*****
34160053	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 2	Al*****
34160034	Welch Alllyn	RetinaVue 100 Imager	TN Med Group	Medical Center 4	Ha*****

4. Use the drop-down menu to select the Report Type. Choices include: *Audit Report*, *Diagnostic Detail Report*, *Exam Detail Report*, *Image Quality Report*, *Service Report*, *Summary Report*, and *Utilization Report*.

Volume and Performance

Clinic: ▼

Start Date: Stop Date:

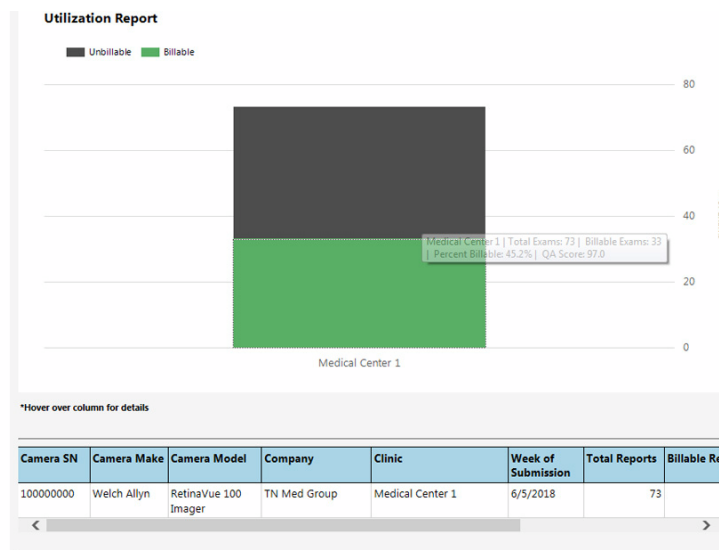
[Export to Excel](#)

Audit Report

☐ Audit Report
☐ Diagnostic Detail Report
☐ Exam Detail Report
☐ Image Quality Report
☐ Service Report
☐ Summary Report
☒ Utilization Report

Camera SN	Camera Make	Camera Model	Company	Clinic	# of Exams Submitted	# of Exams Pending Review	#
-----------	-------------	--------------	---------	--------	----------------------	---------------------------	---

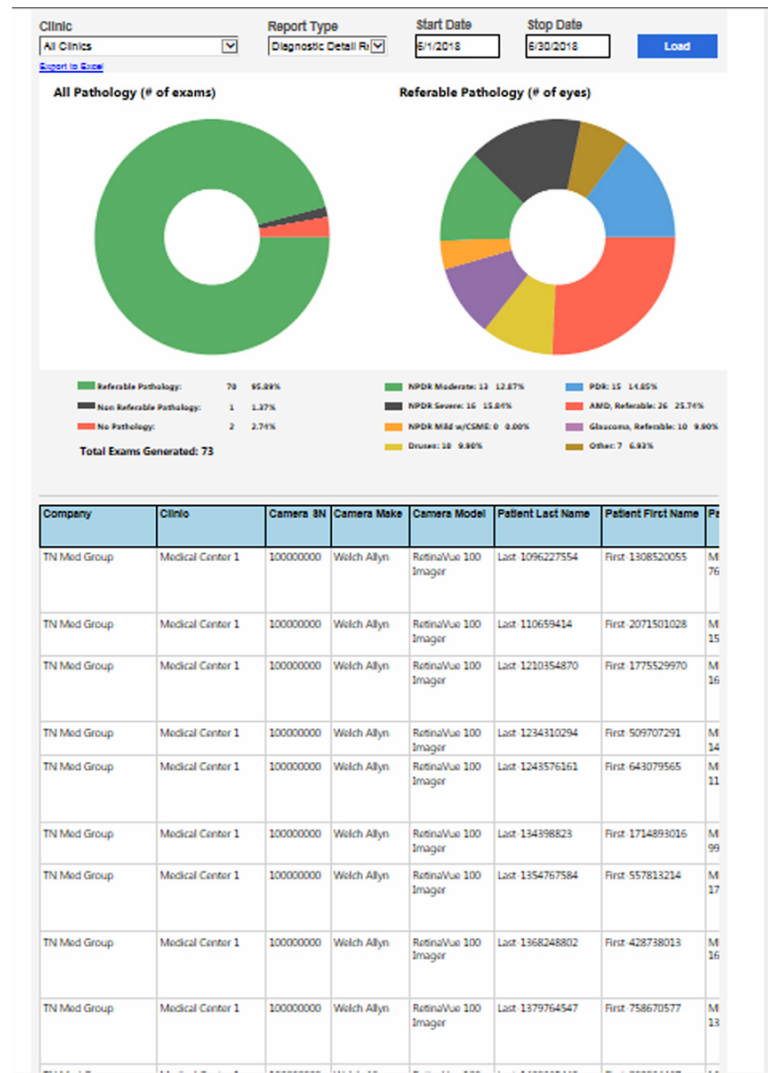
5. Select the *Start Date* and the *Stop Date*.
6. Click **Load** or *Export to Excel*.
 - a. The *Utilization Report* includes a graphical format as well as a statistical format.



Note

Hover the mouse over the column to display additional details. (In the example screen, the clinic Medical Center 1 had a total of 73 exams — 33 Billable exams [green] and 40 Unbillable exams [black]. Of the exams performed, 45.2 percent were billable and the average quality assurance [QA] score was 97).

- b. The *Diagnostic Detail Report* includes a graphical format as well as a statistical format.



Note Hover the mouse over the pathology to display additional details.

- Click **Back** to return to the *Welcome* screen.



Overview of Manage Clinics

Note Clinic Management settings are only accessible to Company Administrators and Clinic Administrators.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☐ Schedule a Patient (wireless only)
- ☐ View Scheduled Patients (wireless only)
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices (wireless only)
- ☒ Manage Clinics
- ☐ Edit Company Information

Next

From the RetinaVue Network Customer Portal *Clinic Management* screen, Company Administrators can:

- **Update Referring Physicians** (all company clinics within the RetinaVue Network)
- **Update Clinic Information** (all company clinics within the RetinaVue Network)
- **Manage Users** (all users within the RetinaVue Network)
- **Add New Clinic**

For their clinic, Clinic Administrators (Clinic Admin) can:

- **Update Referring Physicians**
- **Update Clinic Information**
- **Manage Users**

Clinic Management

What would you like to do?

- ☐ Update Referring Physicians
- ☐ Update Clinic Information
- ☐ Manage Users
- ☐ Add New Clinic

Back Next



Update Referring Physicians (Providers)

Referring providers can be added, edited, or removed from a clinic by Company and Clinic Administrators. Company Administrators have privileges for all company clinics within the RetinaVue Network and Clinic Administrators have privileges for their clinic.

1. Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.
2. Select *Manage Clinics* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☐ Schedule a Patient (wireless only)
- ☐ View Scheduled Patients (wireless only)
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices (wireless only)
- ☒ Manage Clinics
- ☐ Edit Company Information

Next

3. Select *Update Referring Physicians* and click **Next**.

Clinic Management

What would you like to do?

- ☒ Update Referring Physicians
- ☐ Update Clinic Information
- ☐ Manage Users
- ☐ Add New Clinic

Back Next

Note

If multiple clinics are associated with the company, select a clinic from the drop-down menu. Click **Next**.

Welch Allyn
RetinaVue™ Network

Welcome Rothchild@Mountainviewclinic.com | Log Out | Change Password
Installers | Contact Support | 1.800.635.6663
Partners in Care Service Support Line 1-866-422-2220 Opt #2

Clinic Management

Please select the clinic that you would like to update.

Clinics

- Mountainview Clinic
- Valley View Clinic

Back Next

The *Referring Providers* screen appears.

Note A list of referring providers appears in an alphabetically-ordered table.

4. To add a provider, click **Add**. Enter the provider information and then click **Save**.

Note Required fields contain a red asterisk.

Note In addition to required fields with a red asterisk, help messages may appear in red. The sample screen shows an invalid Referring Provider First Name. Providers with 2-character names are not supported, therefore the new Referring Provider cannot be saved until a third character is added to the First Name Field.

Referring Providers

Name	NPI	Email	
Buskirk LVN, Janna P	5201225662	0	X
Glassford PhD, GERALYN JR H	8757647347	0	X
Hursey MD, Barry B	4432313538	0	X
Murdoch MD, Otha G	2782340025	0	X
Peoples MD, FACP, Delilah	1467117645	0	X
Prov ACNP, Clinic1 Ref T	4442223331	0	X
Roth MD, Sebastian M	4095444427		

First Name *	Init	Last Name *	Suffix *	NPI *
Ab		Abbatha	Jr., MD	1234567890
Email *		Phone *		Ext
AbbathaAB@MountainviewClinici.Com		8051234567		
Cancel		Save		

• First Name is invalid

5. To edit provider information, select the name of the provider and then click **Edit**. After updating the information click **Save**.
6. To remove a provider, click the X button to the right of the provider name.



(USB only)

After the provider information has changed, the RetinaVue Network software application needs to be updated for the change to be applied. To update the RetinaVue Network software application, either restart the software application, or from within the application, click **Settings >, Advanced >, Import**.



Update Clinic Information

Clinic Information

Official Clinic Name Mountainview Clinic		Phone 80112345678	
Address 1234 Red River Road	Ste/Unit 12	City Canyon Top	State UT
Zip 84005			
Primary Clinic Contact			
First Name Jasper	Init M	Last Name Rothchild	Suffix MD, PhD
Email RothchildJ@Mountainviewclinic.com	Phone 80112345680	Ext 5680	
Back		Save	

Clinic Information can be added or edited by Company and Clinic Administrators. Company Administrators have privileges for all company clinics within the RetinaVue Network and Clinic Administrators have privileges for their clinic.

Note The **Official Clinic Name** is not an editable field.

Editable **Clinic Information** fields include:

- **Phone**
- **Address**
- **Suite and Unit**
- **City**
- **State**
- **Zip**

Editable **Primary Clinic Contact** fields include:

- **First Name**
- **Initial**
- **Last Name**
- **Suffix**
- **Email**
- **Phone**
- **Extension**

1. Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.
2. Select *Manage Clinics* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☐ Schedule a Patient *(wireless only)*
- ☐ View Scheduled Patients *(wireless only)*
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices *(wireless only)*
- ☒ Manage Clinics
- ☐ Edit Company Information

[Next](#)

3. Select *Update Clinic Information* and click **Next**.

Clinic Management

What would you like to do?

- ☐ Update Referring Physicians
- ☒ Update Clinic Information
- ☐ Manage Users
- ☐ Add New Clinic

[Back](#)
[Next](#)

Note If multiple clinics are associated with the company, select a clinic from the drop-down menu. Click **Next**.

WelchAllyn
RetinaVue™ Network

Welcome [rothchid3@Mountainviewclin.com](#) | [Log Out](#) | [Change Password](#)
[Installers](#) | [Contact Support](#) | 1.800.535.6663
 Partners in Care Service Support Line 1-866-422-2220 Opt #2

Clinic Management

Please select the clinic that you would like to update.

Clinics

Mountainview Clinic
Valley View Clinic

[Back](#)
[Next](#)

The *Clinic Information* screen appears.

4. To edit Clinic information, select the field by clicking within the field name. For fields already containing information, click within the field and delete the information. After updating the information click **Save**.



(USB only)

After the Clinic Information has changed, the RetinaVue Network software application needs to be updated for the change to be applied. To update the RetinaVue Network software application, either restart the application, or from within the application, click **Settings >, Advanced >, Import**.



Update Company Information to activate Two-Factor Authentication

Company Information

Official Company Name
Mountainview Clinic

Address * 1234 Red River Road Ste/Unit 12 City * Canyon Top State * UT Zip * 84005

Two Factor Authentication
Both ☒ All Logins will require authentication
! This setting applies to all users of the company

Primary Company Contact
First Name * Jasper Init Last Name * Rothchild Suffix MD, MPH
Email * RVNTester@gmail.com Phone * (801) 123-4567 Ext

Back Save

Company Information can only be added or edited by Company Administrators. Company Administrators have privileges for all company clinics within the RetinaVue Network.

Note The **Official Clinic Name** is not an editable field.

Editable **Company Information** fields include:

- **Address**
- **Suite and Unit**
- **City**
- **State**
- **Zip**
- **Two Factor Authentication**

Editable **Primary Company Contact** fields include:

- **First Name**
- **Initial**
- **Last Name**
- **Suffix**
- **Email**
- **Phone**
- **Extension**

1. Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.
2. Select *Edit Company Information* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☐ Schedule a Patient *(wireless only)*
- ☐ View Scheduled Patients *(wireless only)*
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices *(wireless only)*
- ☐ Manage Clinics
- ☒ Edit Company Information

Next

- To activate a Two-Factor Authentication method for all users in the company, use the drop down menu to select *None*, *SMS Only*, *Email Only*, or *Both*.

Company Information

Official Company Name
Mountainview Clinic

Address * 1234 Red River Road Ste/Unit 12 City * Canyon Top State * UT Zip * 84005

Two Factor Authentication
Both ☒
All Logins will require authentication
! This setting applies to all users of the company

Primary Company Contact

First Name * Jasper Init Last Name * Rothchild Suffix MD, MPH
Email * RVNTester@Gmail.com Phone * (801) 123-4567 Ext

Back **Save**

After updating the information click **Save**.

Note For Two-Factor Authentication choices of *SMS Only*, *Email only*, or *Both* the Verification code is required for the next log in at the Customer Portal.



Manage Users

Note Company Administrators can manage users for all company clinics within the RetinaVue Network from the *User Management* screen. Clinic Administrators can manage users for their clinic from the *User Management* screen.

- Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.
- Select *Manage Clinics* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☐ Schedule a Patient *(wireless only)*
- ☐ View Scheduled Patients *(wireless only)*
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices *(wireless only)*
- ☒ Manage Clinics
- ☐ Edit Company Information

Next

3. Select *Manage Users* and then click **Next**.

Clinic Management

What would you like to do?

- ☐ Update Referring Physicians
- ☐ Update Clinic Information
- ☒ Manage Users
- ☐ Add New Clinic

Back **Next**

The *User Management* screen appears.

User Management

Users

User	First Name	Last Name	Email
RothchildJ	Jasper	Rothchild	RVNTester@Gmail.com

Contact Information

First Name * Init Last Name * Suffix

Email * Phone * Ext

Cell Phone *

User Information

Username * Password * Confirm Password *

☐ Require user to change password at next login.

Permissions

☒ Company Administrator

Clinic Name	Clinic Admin	Edit Report	View Report	Schedule Patient
Mountainview Clinic	☒	☒	☒	☒
Valley View Clinic	☒	☒	☒	☒

Note If already created, a list of users appears in an alphabetically-ordered table.

Note If a user is associated with multiple clinics, each clinic appears in the *Permissions* table.

4. To add a user, click **Add**. Enter the user information into all the required fields and then click **Save**. **Note:** Required fields are highlighted in red.
 - a. (Optional) Select the **Require user to change password at next login** check box.
 - b. (Optional) Select the **Company Administrator** check box to add Company Administration permissions for the user. With *Company Administrator* permissions, all 4 roles (Clinic Admin, Edit Report, View Report, Schedule Patient) are selected for all clinics.

User	First Name	Last Name	Email
JohnsonG	George	Johnson	RVNTester@Gmail.com

Contact Information

First Name * Init Last Name * Suffix

Email * Phone * Ext

Cell Phone *

User Information

Username * Password * Confirm Password *

☐ Require user to change password at next login.

Permissions

☒ Company Administrator

Clinic Name	Clinic Admin	Edit Report	View Report	Schedule Patient
Mountainview Clinic	☒	☒	☒	☒
Valley View Clinic	☒	☒	☒	☒

Cancel Save

- c. Selecting any Two-Factor Authentication option applies to all users in the company. If *SMS Only* is chosen, a cell phone number for each of the users in the company needs to be provided in order for this feature to work.
5. Select any, or all, of the following roles: **Clinic Admin**, **Edit Report**, **View Report**, or **Schedule Patient** to allow the appropriate permission for the user by selecting the check boxes next to one or more user roles.
6. To edit a user, select the user by clicking on the user name. The User's *Contact Information* fields populate.

User	First Name	Last Name	Email	
BaumenthalC	Corina	Baumenthal	RVNTester@Gmail.com	X
JohnsonG	George	Johnson	RVNTester@Gmail.com	X

Contact Information

First Name * Init Last Name * Suffix

Email * Phone * Ext

Cell Phone *

User Information

Username * Password * Confirm Password *

☐ Require user to change password at next login.

Permissions

☒ Company Administrator

Clinic Name	Clinic Admin	Edit Report	View Report	Schedule Patient
Mountainview Clinic	☒	☒	☒	☒
Valley View Clinic	☒	☒	☒	☒

- Click **Edit**.
- Enter the user information into the fields to update and then click **Save**.



Overview of Add New Clinic

Note In the RetinaVue Network, there are Companies and Clinics. The Company is the top level account and may span a number of clinics (for example, an IDN or practice group). Each individual practice is a clinic.

Note Only Company Administrators can add clinics.

From the RetinaVue Network Customer Portal *Manage Clinics* screen, Company Administrators can add new clinics.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☐ Schedule a Patient (wireless only)
- ☐ View Scheduled Patients (wireless only)
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices (wireless only)
- ☒ Manage Clinics
- ☐ Edit Company Information

Next



Add New Clinic

1. Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.
2. Select *Manage Clinics* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☐ Schedule a Patient (wireless only)
- ☐ View Scheduled Patients (wireless only)
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices (wireless only)
- ☒ Manage Clinics
- ☐ Edit Company Information

Next

3. Select *Add New Clinic* and click **Next**.

Clinic Management

What would you like to do?

☐ Update Referring Physicians
☐ Update Clinic Information
☐ Manage Users
☒ Add New Clinic

- Confirm the company information and click **Next**.
- Enter the clinic name, phone number and address (or copy the company address) (Step 1 of 3).

New Account Setup

Clinic Setup: Clinic Information (Step 1/3)

[Copy company address](#)

Official Clinic Name *
 Mountainview Clinic

Phone *
 80112345678

Address *
 1234 Red River Road

Ste/Unit
 12

City *
 Canyon Top

State *
 UT

Zip *
 84005

Click **Next**.

Note The clinic name cannot exceed 70 characters in length.

- Enter the primary contact and IT contact for the clinic. (Step 2 of 3).

New Account Setup

Clinic Setup: Contact Information (Step 2/3)

Primary Clinic Contact

First Name *
 Jasper

Init
 M

Last Name *
 Rothchild

Suffix
 MD, PhD

Email *
 RothchildJ@Mountainviewclinic.com

Phone *
 80112345678

Ext
 5678

IT Contact

First Name *
 Wendy

Init
 B

Last Name *
 Brookfield

Suffix
 [Empty]

Email *
 BrookfieldB@Mountainviewclinic.com

Phone *
 80112345679

Ext
 5679

Click **Next**.

- Enter at least one provider that will be referring patients for exams. (Step 3 of 3). Click **Add** to confirm the entry. The provider (Referring Provider) is added to the Referring Physicians table.

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

Referring Physicians

	Name	Suffix	NPI	Email	
1	Rosenthal, Sal R	MD, MPH	1234567890	RosenthalS@Valleyviewclinic.com	X

Note The Referring Provider First Name and Last Name must contain 3 or more characters. (Providers with 2-character names are not supported.)

After adding one or more providers, click **Next**.

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

Referring Physicians

	Name	Suffix	NPI	Email	
1	Rosenthal, Sal R	MD, MPH	1234567890	RosenthalS@Valleyviewclinic.com	X

First Name * Init Last Name * Suffix NPI *

Email * Phone * Ext

Add

Back **Next**

(Optional) Enter information for additional providers and then click **Add** to confirm the entry.

- Click **Finish** to complete the process.

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RetinaVue™ Network

Welcome Rothchild@Mountainviewclinic.com | [Log Out](#) | [Change Password](#)
[Home](#) | [Contact Support](#) | 1.800.535.0063
Partners in Care Service Support Line 1-866-422-2220 Opt #2

New Account Setup

Complete Setup

All of the required information has been provided. Press the finish button to complete this process.

Back **Finish**

Features of the RetinaVue Network software application



Welcome to the RetinaVue Network software application

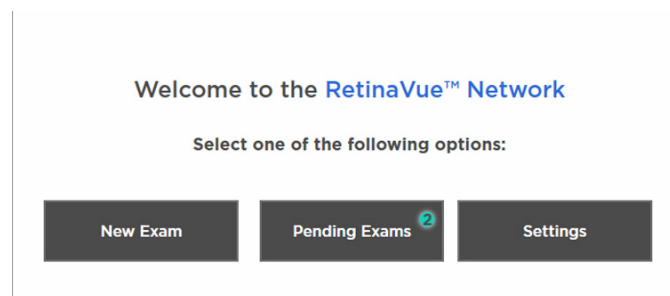
1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



Note

If the *Login Required* feature is selected, enter the User Name and Password into the log in fields of the RetinaVue Network software application.

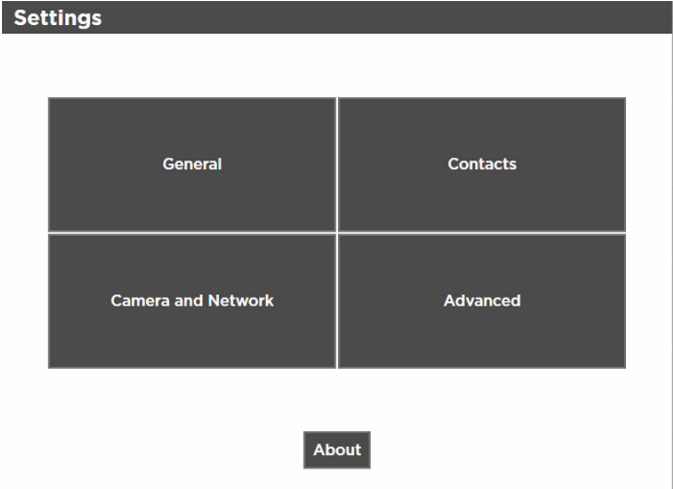
The *Welcome* screen appears.



Note

To view the RetinaVue Network software version, click **Settings**, and then click **About**. The software version appears at the top of the information screen. Click **OK** to return to the *Settings* screen.

2. From the *Settings* screen, click **General**, **Contacts**, **Camera and Network**, or **Advanced** to view or change the settings as desired.





Overview of General Settings

The *General Settings* screen provides the ability to view or change the following settings:

- Exam State
- Primary Clinic Contact
- Clinic Phone Number (view only)
- Clinic Email (view only)
- Auto Log-Out (min)
- Docking Location
- Send result notification to primary contact
- Login Required
- App Topmost
- Enable Extended Patient Info
- Enforce Image Quality
- Demo Mode

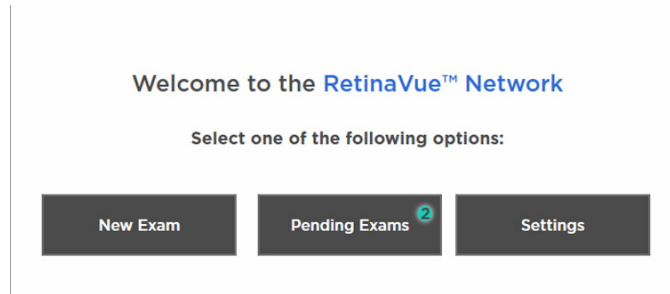


Additional features of the General settings

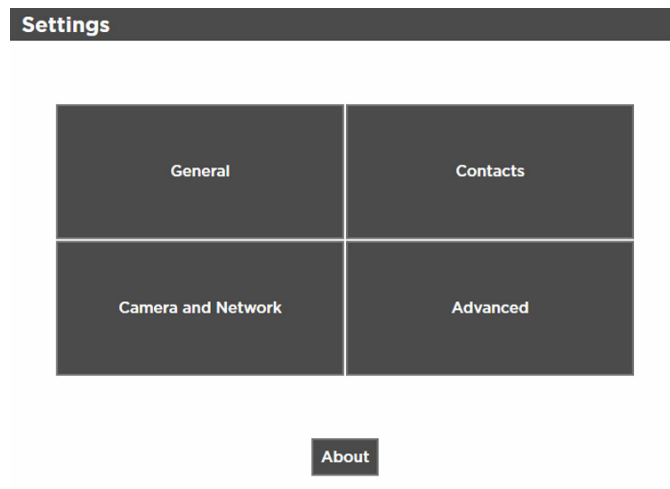
1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



The *Welcome* screen appears.



2. Click **Settings**.
3. From the *Settings* screen, click **General** to use the additional features.



4. Click **Open Web Browser**, **Open File Explorer**, or **Open Command Prompt** to launch another Windows® application from within the RetinaVue Network software.
 - *Open Web Browser* launches the computer default web browser
 - *Open File Explorer* launches the Windows® Explorer window to the default location *Windows (C:)*
 - *Open Command Prompt* launches the Windows® C prompt to the default prompt location *C:RetinaVue Network\Client>*

General Settings

Exam State WA ▼	Primary Clinic Contact Admin, Mdcl Cntr 1 ▼	Clinic Phone # []	Clinic Email []
☐ Send result notification to primary contact ☐ Login Required ☐ App Topmost ☐ Enable Extended Patient Info ☐ Enforce Image Quality ☐ Demo Mode		Auto Log-Out (min) 0 []	Docking Location Bottom Right ▼

Open Web Browser Open File Explorer Open Command Prompt

Save Cancel

5. Click **<PREV** (Previous) to return to the *Settings* screen.

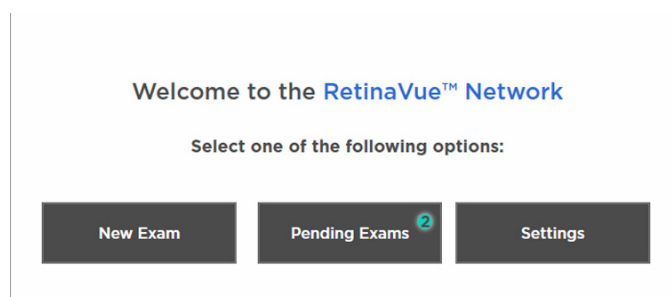


View or change the General settings

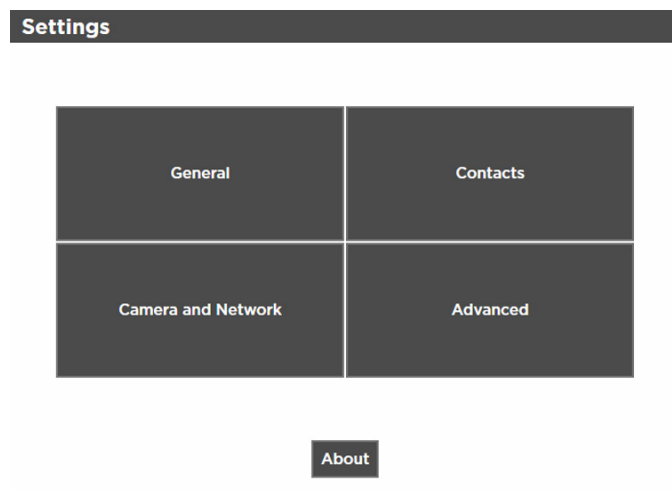
1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



The *Welcome* screen appears.



2. Click **Settings**.
3. From the *Settings* screen, click **General** to view or change settings.



4. Use the drop-down menu to view or change the state where exams will take place.

Note The default location is set during the account set up.

5. Use the drop-down menu to view or change the clinic's primary contacts.

Note Primary Clinic Contacts include Referring Providers (if they are part of the clinic).

6. Clinic Phone Number (#) and Clinic Email are non-editable fields in the RetinaVue Network software application.

Note The default phone number (#) and clinic e-mail are set during the account set up.

7. Use the drop-down menu to view or change the *Docking Location* where the RetinaVue Network software application docks on the computer screen when the RetinaVue Network software application window is minimized. Options include: Bottom Right, Top Right, and Top Center.

Note The *Docking Location* setting only applies when the *App Topmost* setting is selected.

8. Click in the *Auto Log-Out* field and type in the desired number of minutes before the RetinaVue Network software application logs off the user.

Note The default *Auto Log-Out* is 0 minutes.

Note The *Auto Log-Out* setting only applies when the *Login Required* setting is selected.

9. Select *Send result notification to primary contact* to receive an e-mail notification of submitted exams.

Note The default e-mail is set during the account set up.

10. Select *Login Required* to enforce the use of a login username and password for the computer running the RetinaVue Network software application.

11. Select *App Topmost* to keep the RetinaVue Network software application at the forefront of all other Windows® applications that are open.

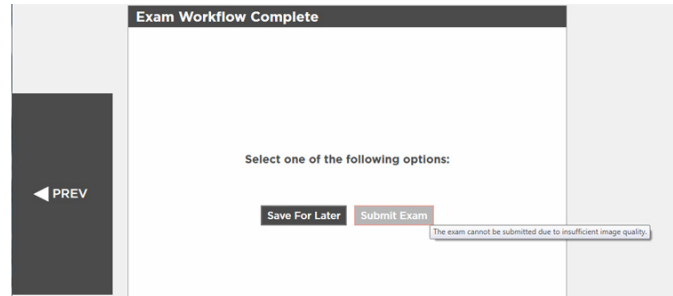
12. Select *Enable Extended Patient Info* to allow a user to enter additional patient demographic information such as Ethnicity, Cholesterol levels, Visual Acuity, and risk factors.

13. Select *Enforce Image Quality* to require users to acquire at least 1 image (per eye) with a Quality Assurance score of at least 20, or to acquire 3 images with a minimum Quality Assurance score of at least 20. (If the image is lacking in quality, it is highly unlikely that a specialist will be able to read it.)

Note *Enforce Image Quality* is intended to ensure that camera operators try a second and third time when the image quality is below the acceptable threshold. If the exam contains 2 eye images with a Quality Assurance score under 20, the user is unable to submit the exam for over-read service. If the user acquires a third image with a Quality Assurance score under 20, they are allowed to submit the exam within the RetinaVue Network software application.

Note The TopCon cameras are the only cameras that allow 3 images to be added per eye.

Note If selecting the *Enforce Image Quality* feature disables the Submit button within the RetinaVue Network software application, see the *Troubleshooting* section for further information.



14. Select *Demo mode* to use the RetinaVue Network software application for practice and to become familiar with the settings.

Note Ensure that the Demo Mode is deselected in the application to submit exams for evaluation. If exams are submitted in Demo Mode those exams are uploaded to the RetinaVue Network, however exams are not evaluated. Exam data is then deleted from the computer.

15. Click **Save** to save the changes or click **Cancel** to undo the changes. Click **OK** to accept the changes.



Overview of Camera and Network Settings

The *Camera Settings* screen provides the ability to view or change the following settings:

- Camera Type
- Camera Serial Number (#)
- Exported Images Folder (Default location C:\ExportedImages)
- Camera IP Address (only used with TopCon Ethernet connected cameras)
- Local Port (only used with TopCon Ethernet connected cameras)
- AE Title (only used with TopCon Ethernet connected cameras)
- IOptic Database File (only used with EasyScan cameras)

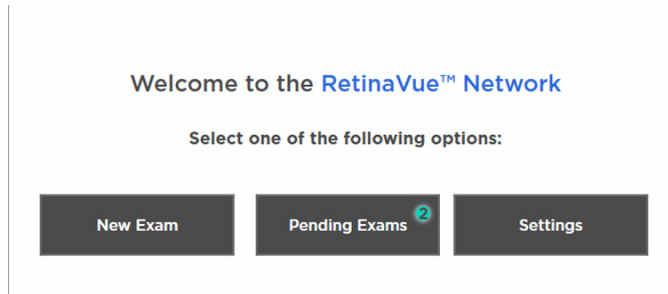


View or change the Camera Settings

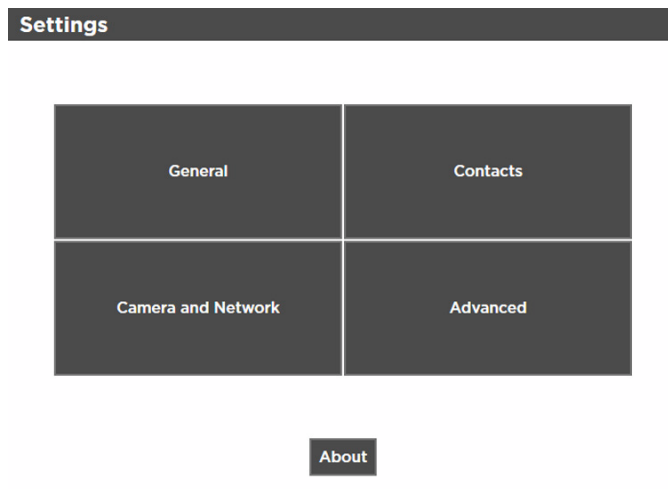
1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



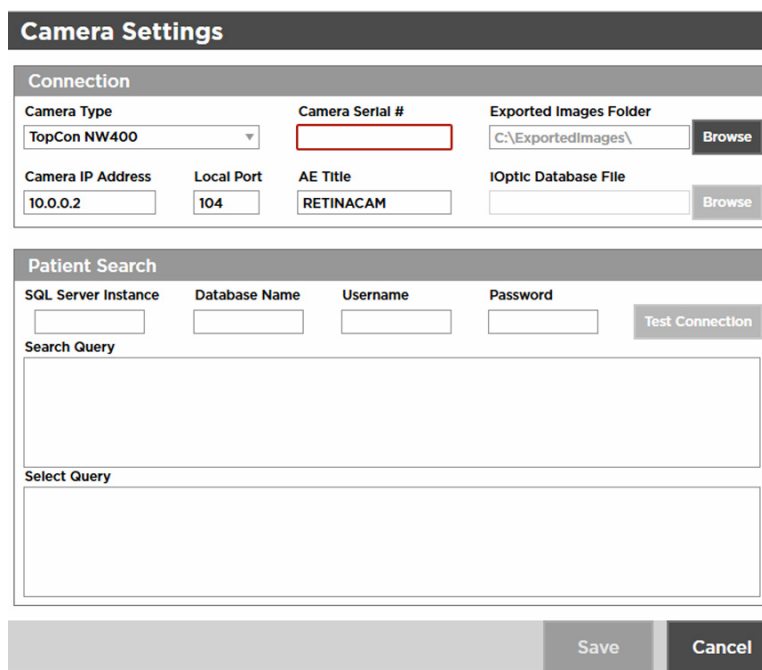
The *Welcome* screen appears.



2. Click **Settings**.
3. From the *Settings* screen, click **Camera and Network** to view or change settings as desired. The *Camera Settings* screen appears.



4. Use the drop-down menu to view or change the Camera Type.

The screenshot shows the 'Camera Settings' screen. It has a title bar at the top. Below the title bar, there are two main sections: 'Connection' and 'Patient Search'. The 'Connection' section contains fields for 'Camera Type' (a drop-down menu with 'TopCon NW400' selected), 'Camera Serial #' (a text field with a red border), 'Exported Images Folder' (a text field with 'C:\ExportedImages\' and a 'Browse' button), 'Camera IP Address' (a text field with '10.0.0.2'), 'Local Port' (a text field with '104'), 'AE Title' (a text field with 'RETINACAM'), and 'IOptic Database File' (a text field with a 'Browse' button). The 'Patient Search' section contains fields for 'SQL Server Instance', 'Database Name', 'Username', and 'Password', each with a text field. There is a 'Test Connection' button. Below these fields are two large text areas labeled 'Search Query' and 'Select Query'. At the bottom, there are 'Save' and 'Cancel' buttons.

5. A camera serial number may be required. Obtain the serial number from the camera and type it into the Camera Serial # field.

6. Exported Images are stored on the computer in the folder: \ExportedImages\. To change the location of exported images, click **Browse** and navigate to the desired location on the computer.

Note Changing the default location may require the configuration of third party cameras.

7. Click **Save** to save the changes or click **Cancel** to undo the changes.
8. Click **<PREV** (Previous) to return to the *Settings* screen.



Overview of Contact Settings

The *Contact Settings* screen provides the ability to view, add, or remove Referring Providers and Application Users.

Note To add an Application User, the *Login required* setting must be selected.

Note Required fields are highlighted in red.

Add Referring Provider Contact Information required fields include:

Contact Information

- Contact Type (Organization)
 - NPI (10-digits)
 - Organization Name
- Contact Type (Individual)
 - NPI (10-digits)
 - First Name
 - Last Name
 - Suffix

Add Referring Provider Individual Contact Information optional fields include:

Contact Information

- Middle Initial (M.I.)
- Phone Number (#)
- Fax Number (#)
- Email Address

Add Application User Individual Contact Information required fields include:

Contact Information

- Contact Type (Individual)
- First Name
- Last Name
- Email Address

Add Application User Individual Login Information required fields include:

Login Information

- Role (Admin or User)
 - Username
- The optional Login Information field is the Description field.

Add Application User Individual Contact Information optional fields include:

Contact Information

- Middle Initial (M.I.)
- Suffix
- Phone Number (#)
- Fax Number (#)

Add Application User Organization Contact Information required fields include:

Contact Information

- Contact Type (Organization)
- Organization
- Email Address

Add Application User Organization Login Information required fields include:

Login Information

- Role (Admin or User)
- Username

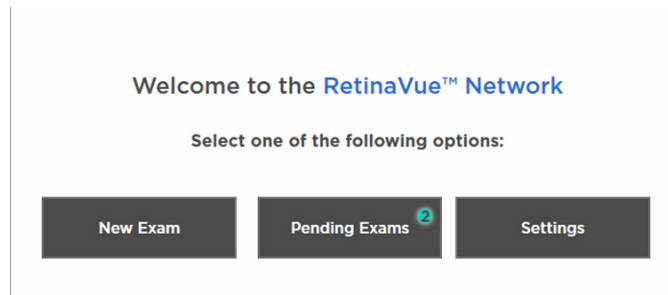


View or change the Contact Settings

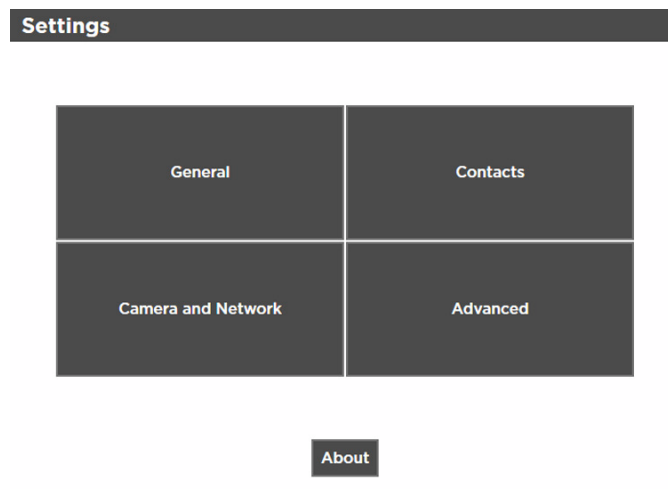
1. If the RetinaVue Network software is not already open, double-click the desktop icon.



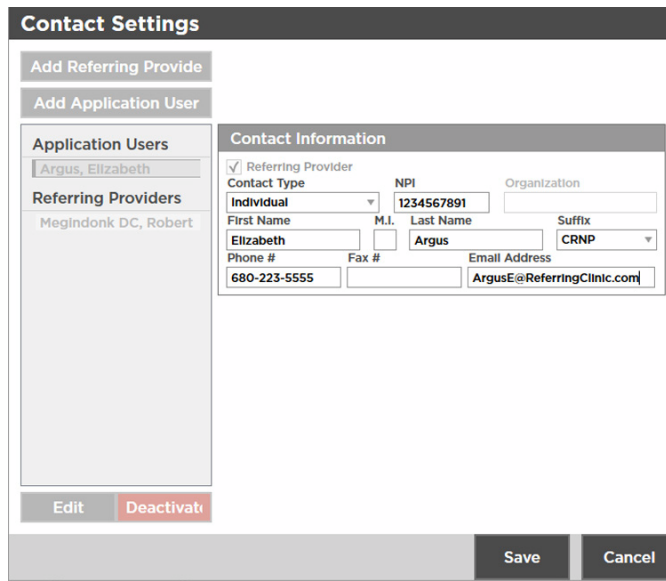
The *Welcome* screen appears.



2. Click **Settings**.
3. From the *Settings* screen, click **Contacts** to view or change settings as desired.



The *Contact Settings* screen appears.



Contact Settings

Add Referring Provide

Add Application User

Application Users

Argus, Elizabeth

Referring Providers

MegIndonk DC, Robert

Contact Information

☒ Referring Provider

Contact Type: Individual NPI: 1234567891 Organization:

First Name: Elizabeth M.I.: Last Name: Argus Suffix: CRNP

Phone #: 680-223-5555 Fax #: Email Address: ArgusE@ReferringClinic.com

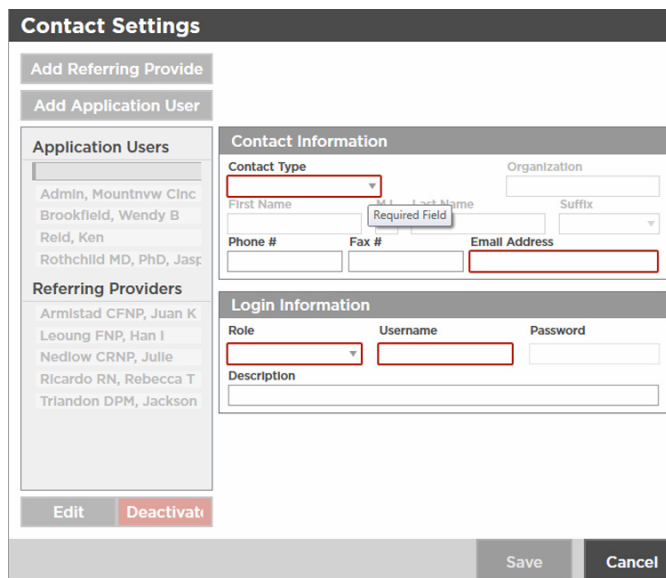
Edit Deactivate

Save Cancel



Add Referring Provider

1. If the RetinaVue Network software is not already open, double-click the desktop icon. The *Welcome* screen appears.
2. Click **Settings**.
3. From the *Settings* screen, click **Contacts** to view or change settings as desired. The *Contact Settings* screen appears.
4. Click **Add Referring Provider**.



Contact Settings

Add Referring Provide

Add Application User

Application Users

Admin, Mountnvw Clnic
Brookfield, Wendy B
Reid, Ken
Rothchild MD, PhD, Jasp

Referring Providers

Armistad CFNP, Juan K
Leoung FNP, Han I
Nedlow CRNP, Julie
Ricardo RN, Rebecca T
Triandon DPM, Jackson

Contact Information

Contact Type: Individual NPI: 1234567891 Organization:

First Name: Elizabeth M.I.: Last Name: Argus Suffix: CRNP

Phone #: 680-223-5555 Fax #: Email Address: ArgusE@ReferringClinic.com

Login Information

Role: Individual Username: Password:

Description:

Edit Deactivate

Save Cancel

5. Use the drop-down menu to add the *Contact Type* (Individual or Organization).
6. Click within the *NPI* field and type the 10-digit NPI number.
7. Click within the *Organization* field and type the organization name. (When *Organization* is selected.)

- Click within the *First Name* field and type the provider first name. (When *Individual* is selected.)

Note Required fields are highlighted in red.

- Click within the *Last Name* field and type the provider last name. (When *Individual* is selected.)
- Click within the *Suffix* field and use the drop-down menu to add the provider's title. (When *Individual* is selected.)
- Click within the *Phone #*, *Fax #*, or *Email Address* optional fields and type the information to update those fields.
- When all the necessary changes are complete, click **Save** to save the changes or click **Cancel** to undo the changes.

Deactivate a Referring Provider or an Application User

- If the RetinaVue Network software is not already open, double-click the desktop icon. The *Welcome* screen appears.
- Click **Settings**.
- From the *Settings* screen, click **Contacts**. The *Contact Settings* screen appears.
- Select a Referring Provider or an Application User from the left panel. Click **Deactivate**. Click **OK** at the dialogue screen: *The Contact will be removed. This action cannot be undone.*



Add Application User

Note To add an Application User, the *Login required* setting must be selected.

- If the RetinaVue Network software is not already open, double-click the desktop icon. The *Welcome* screen appears.
- Click **Settings**.
- From the *Settings* screen, click **Contacts** to view or change settings as desired. The *Contact Settings* screen appears.
- Click **Add Application User**.

The screenshot shows the 'Contact Settings' application window. On the left, there is a sidebar with two sections: 'Application Users' and 'Referring Providers'. The 'Add Application User' button is highlighted in the sidebar. The main area contains two forms: 'Contact Information' and 'Login Information'. The 'Contact Information' form has fields for 'Contact Type' (a dropdown menu), 'First Name' (highlighted in red), 'Last Name' (highlighted in red), 'Suffix' (a dropdown menu), 'Phone #', 'Fax #', and 'Email Address' (highlighted in red). The 'Login Information' form has fields for 'Role' (a dropdown menu), 'Username' (highlighted in red), 'Password', and 'Description'. At the bottom of the sidebar, there are 'Edit' and 'Deactivate' buttons. At the bottom of the main area, there are 'Save' and 'Cancel' buttons.

Note Required fields for Contact Type *Individual* include: First Name, Last Name, Email Address, Role, and Username. Required fields for Contact Type *Organization* include: Organization, Email Address, Role, and Username.

Note Required fields are highlighted in red.

5. Use the drop-down menu to add the *Contact Type* (Individual or Organization).
6. Click within the *First Name*, *Last Name* (or Organization) , *Email Address*, and *Username* fields and begin typing to complete these fields. For the *Role* field, use the drop-down menu to select *Admin* or *User* privileges.

Note Upon completion of adding a user, an e-mail notification is sent to the email address of the new user to confirm the password change for that user.

Note A valid e-mail address is required to receive an e-mail notice with password reset instructions.

7. Copy and paste the temporary password from the e-mail into the RetinaVue Network application upon the next log in.
8. Click within the *Suffix* field and use the drop-down menu to add the provider's title. (When *Individual* is selected.)
9. Click within the *Phone #*, *Fax #*, or *Email Address* optional fields and type the information to update those fields.
10. When all the necessary changes are complete, click **Save** to save the changes or click **Cancel** to undo the changes.

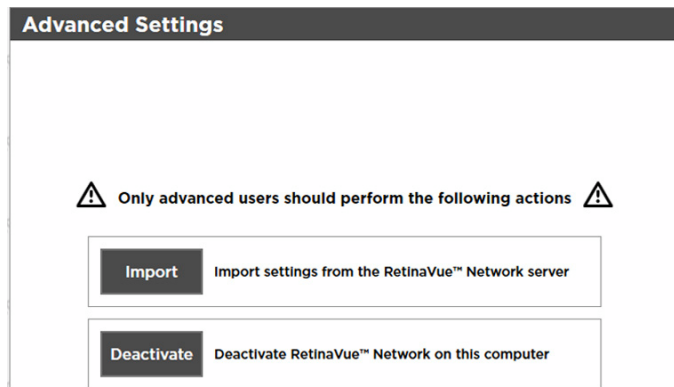
Deactivate a Referring Provider or an Application User

1. If the RetinaVue Network software is not already open, double-click the desktop icon. The *Welcome* screen appears.
2. Click **Settings**.
3. From the *Settings* screen, click **Contacts**. The *Contact Settings* screen appears.
4. Select a Referring Provider or an Application User from the left panel. Click **Deactivate**. Click **OK** at the dialogue screen: *The Contact will be removed. This action cannot be undone.*



Advanced Settings

The *Advanced Settings* screen provides the ability to import settings from the RetinaVue Network Customer Portal and to deactivate the RetinaVue Network software application on the computer.



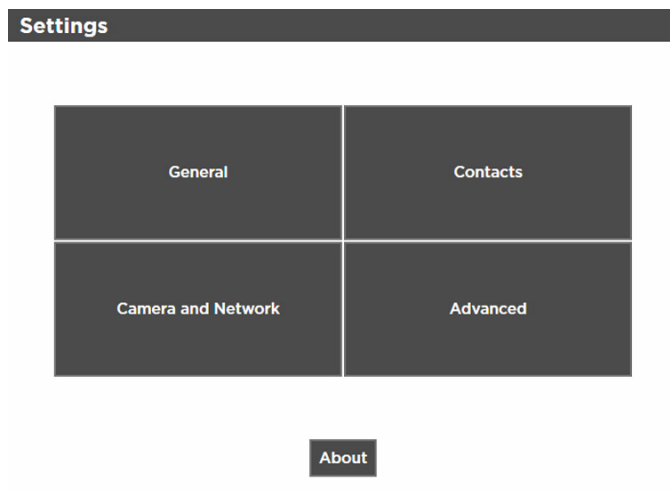
View or change the Advanced Settings

1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



The *Welcome* screen appears.

2. Click **Settings**.
3. From the *Settings* screen, click **Advanced** to view or change settings as desired. The *Advanced Settings* screen appears.



4. Click **Import** to import the settings from the RetinaVue Network Customer Portal.
5. Click **Deactivate** to deactivate RetinaVue Network software application from the computer.

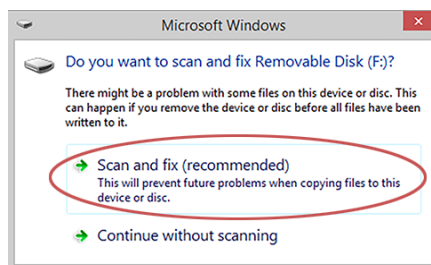
Troubleshooting

To correct an error, follow these instructions or contact Welch Allyn Technical Support:
www.welchallyn.com/service.

Troubleshooting Windows® operating system error messages (USB only)

Problem

The Windows® operating system may display the *Scan and fix* or *Continue without scanning* message once the camera is set in the cradle or when the USB cable is removed from the laptop or computer.

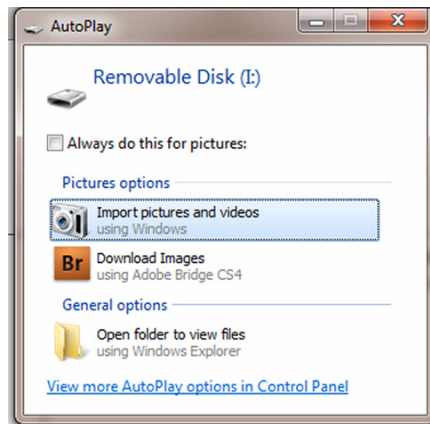
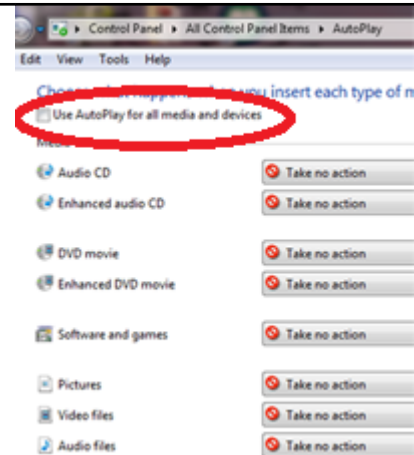


Solution

Select *Scan and fix* if this Windows message appears in situations when the camera is connected to a laptop or computer by the USB cable.

The Windows® operating system may display the AutoPlay notification popup dialogue box each time the camera is placed into the docking station when the USB cable is connected to the laptop or computer.

By default, the AutoPlay notification is displayed when a USB storage device is connected to the laptop or computer. To disable this notification, select **Control Panel > AutoPlay** from the Windows® Start menu. Uncheck the *Use AutoPlay for all media and devices* checkbox. Click **Save**.

Problem**Solution**

Troubleshooting user lock out or difficulty with the password and username log in - RetinaVue Network Customer Portal

RetinaVue Network Customer Portal passwords must contain:

- a minimum of 8 characters
- a maximum of 32 characters
- at least 1 special character (examples include: !, @, #, \$, %, ^, &, and *)
- at least 1 numeric character
- at least 1 lower case letter
- at least 1 upper case letter

For a RetinaVue Network Customer Portal password reset:

- Password history cannot repeat last 5 passwords used
- Passwords expire after 90 days and need to be reset

User Name

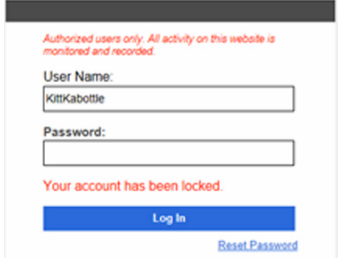
- a user has to be set up first in the RetinaVue Network Customer Portal by a Company Administrator or a Clinic Administrator

Problem

Difficulty logging in to the RetinaVue Network Customer Portal.
Message: *Your login attempt was not successful. Please try again.*

Solution

1. Request a password reset. Enter your clinic User Name in the field and then click **Reset Password**.
2. Once you receive an email notification with the password reset instructions, launch your web browser, navigate to the Customer Portal, and

Problem	Solution
	copy and paste the password into the password field.
Difficulty logging in to the RetinaVue Network Customer Portal. Recover Password Message: <i>Enter your User Name to have a new password sent to you by email. Be sure to change your password after logging in.</i>	1. Enter User name. 2. Click Submit.
Difficulty logging in to the RetinaVue Network Customer Portal. Forgot username Message: <i>Your account has been locked.</i>	 Contact your Company Administrator or contact Welch Allyn Technical Support: www.welchallyn.com/service.

Troubleshooting user lock out or difficulty with the user log in - RetinaVue Network software application (USB only)

RetinaVue Network software application passwords must contain:

- a minimum of 8 characters
- a maximum of 32 characters
- at least 1 special character (examples include: !, @, #, \$, %, ^, &, and *)
- at least 1 numeric character
- at least 1 lower case letter
- at least 1 upper case letter

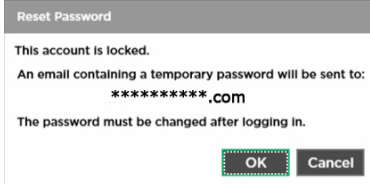
For a RetinaVue Network software application password reset:

- Password history cannot repeat last 5 passwords used
- Passwords expire after 90 days and need to be reset

RetinaVue Network software application User Name:

- a user has to be set up first in the RetinaVue Network software application

Problem	Solution
Difficulty logging in to the RetinaVue Network software application. Message: <i>The specified username or password is invalid.</i>	1. Click OK at the prompt: <i>The specified username or password is invalid.</i>

Problem	Solution
	- Request a password reset. Enter your clinic User Name in the field and then click Reset Password. - Once you receive an email notification with the password reset instructions, copy and paste the password into the password field and click Login. - Enter your new password and confirm the password. Click Save. Click OK at the prompt Your new password has been saved.
After 5 unsuccessful login attempts, the RetinaVue Network software application is locked. Message: <i>This account is locked. An email containing a temporary password will be sent.</i>	Request a password reset. Enter your clinic Username in the field and then click Reset Password.  - Click OK at the prompt: <i>The specified username or password is invalid.</i> - Request a password reset. Enter your clinic User Name in the field and then click Reset Password. - Once you receive an email notification with the password reset instructions, copy and paste the password into the password field and click Login. - Enter your new password and confirm the password at the prompt: <i>The current password is no longer valid.</i> Click Save. Click OK at the prompt: <i>Your new password has been changed.</i>

Troubleshooting difficulty submitting an exam when Enforce Image Quality is selected in the RetinaVue Network software application (USB only)

Problem	Solution
Difficulty submitting an exam when Enforce Image Quality is selected in RetinaVue Network software application. Message: <i>The exam cannot be submitted due to insufficient image quality.</i> When Enforce Image Quality is selected in the software application, users have to acquire at least 1 image (per eye) with a Quality Assurance score of at least 20, or to acquire 3 images with a minimum Quality Assurance score of at least 20. The RV100	Options include deleting the exam in the RetinaVue Network software application and performing another exam to obtain images with a higher Quality Assurance score. Or, deselect Enforce Image Quality (if your role allows you to access to the General Settings) for this exam to allow the submittal of the exam. To deselect Enforce Image Quality:

Problem

Imager does not support this workflow, so when the exam is transferred to the software application the Submit button is inactive.

Solution

1. Click **Settings**.
2. Click **General**.
3. Deselect *Enforce Image Quality*.

General Settings

Exam State: UT Primary Clinic Contact: Brookfield, Wendy B Clinic Phone #: Clinic Email:

☐ Send result notification to primary contact ☐ Login Required ☐ App Topmost ☐ Enable Expanded Patient Info ☒ Enforce Image Quality ☐ Demo Mode

Auto Log-Out (min): 0 Docking Location: Bottom Right

Open Web Browser Open File Explorer Open Command Prompt

Save Cancel

4. Click **Save**.
5. Click **OK** at the prompt: *Some settings may not take effect until this application is restarted.*

Note

If the images are low in quality, it is highly unlikely that a specialist will be able to read them.

Notes and tips (USB only)

To correct an error, follow these instructions or contact Welch Allyn Technical Support: www.welchallyn.com/service.

Notes and Tips

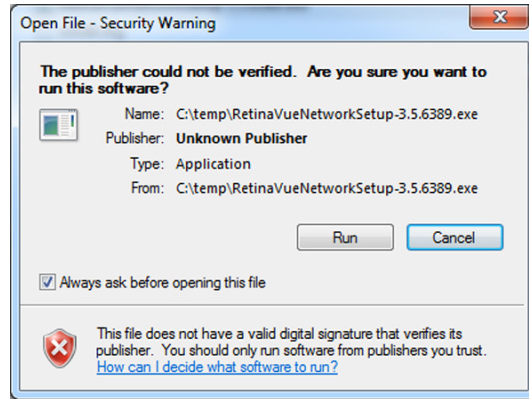
Windows operating system messages during uninstall of previous software

Screen/message**Solution****Windows 7**

The publisher could not be verified. Are you sure you want to run this software?

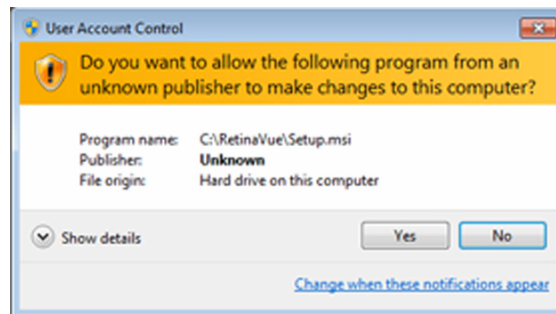
Click **Run** to allow the software removal.

By default, the Unknown Publisher notification is displayed. Uncheck *Always ask before opening this file* to disable this notification for all applications.

Screen/message**Solution**

Screen/message**Solution****Windows 8.1**

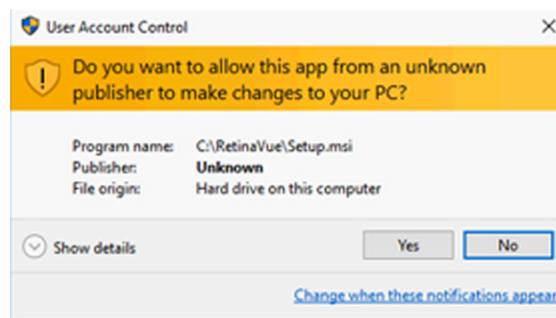
Do you want to allow the following program to make changes to this computer?



Click **Yes** to allow the software removal. By default, the notification is displayed. Select *Change when these notices appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

Windows 10

Do you want to allow this app to make changes to your PC?

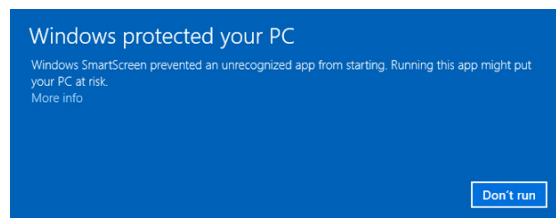


Click **Yes** to allow the software removal.

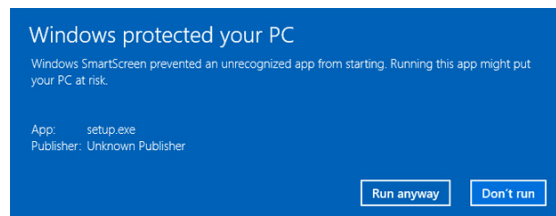
By default, the notification is displayed. Select *Change when these notifications appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

Windows 10

Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.



If prompted by the operating system to run software from an unrecognized app, click **More info** at the first prompt screen. At the second prompt screen, click **Run anyway**.



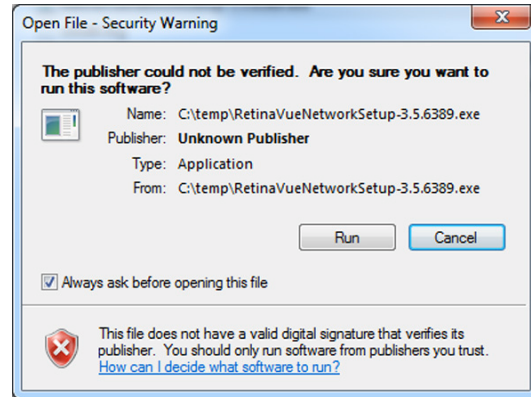
Windows operating system messages during installation of the new software

Screen/message

Solution

Windows 7

Do you want to run this file?

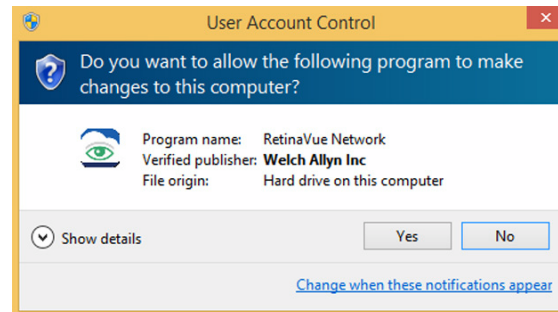


Click **Run** to open the application and to allow the installation.

By default, the notification is displayed. Uncheck *Always ask before opening this file* to disable this notification for all applications.

Windows 8.1

Do you want to allow the following program to make changes to this computer?

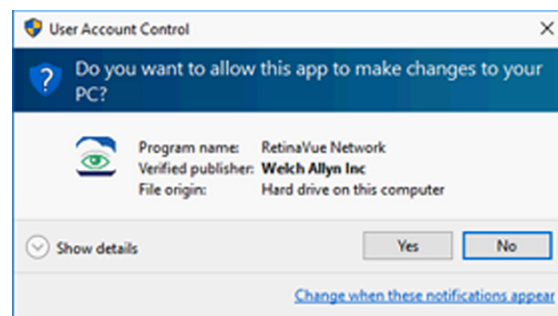


Click **Yes** to open the program and to allow the installation.

By default, the notification is displayed. Select *Change when these notices appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

Windows 10

Do you want to allow this app to make changes to your PC?



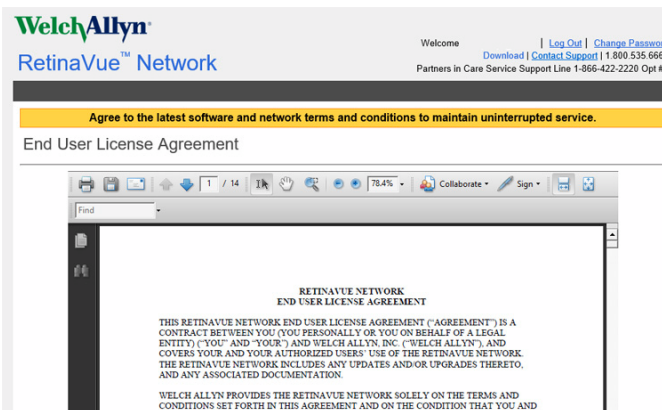
Click **Yes** to open the application and to allow the installation.

By default, the notification is displayed. Select *Change when these notifications appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

Appendix

Accept the RetinaVue Network End User License Agreement (EULA)

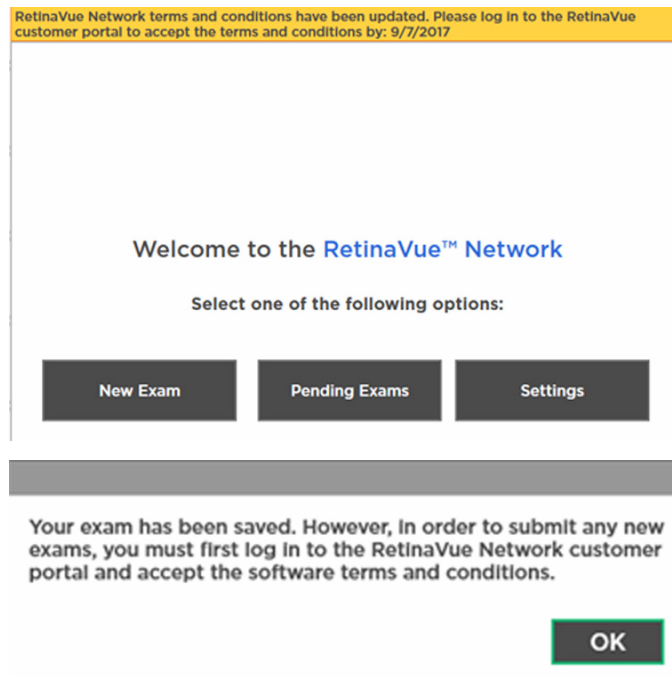
- The RetinaVue Network software application requires an acceptance of the End User License Agreement (EULA) on the RetinaVue Network Customer Portal during the first time set up of the company.
 - Welch Allyn may periodically update the terms of service and require acceptance of a new End User License Agreement (EULA).
 - Log in to the RetinaVue Network Customer Portal using the new User Name and Password that you entered during the initial account set up.
1. Click **I agree** to accept the End User License Agreement.



2. After accepting the End User License Agreement, proceed to the RetinaVue Network software application.

Note

Failure to accept the End User License Agreement will result in an interruption of the RetinaVue Network software service. After 15-days the RetinaVue Network software application will provide a notification reminder that the End User License Agreement needs to be accepted. From the 15-day notification reminder until end of the 30-day notification time period, the RetinaVue Network software application will display the notification. After the 30-day time period, the application will prevent exams from being submitted if a Company Admin (or User) does not accept the End User License Agreement on the RetinaVue Network Customer Portal.



New RetinaVue™ Network software application users

Note

If you have already installed the RetinaVue Network software application, please see the **Existing RetinaVue™ Network software application users** section for instructions about uninstalling previous software versions.



CAUTION Exams deleted from the software cannot be recovered.

Note

Windows® 8.1 and 10 tablet users with a touchscreen interface, use the touch feature where the instructions indicate a mouse-click.

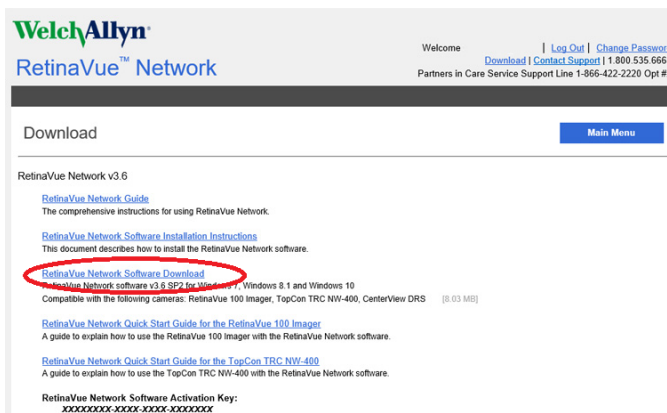
Installing the RetinaVue Network software application involves the distinct steps of logging in to the RetinaVue Network Customer Portal, downloading the RetinaVue Network software application for each computer that you will be using to transfer images to the RetinaVue Network, and then activating the RetinaVue Network software application for each authorized computer.

Install the RetinaVue Network software application

- The RetinaVue Network software application installation requires Windows® Administrator privileges.
- A high-speed Internet connection is required.
- Follow the instructions from the *RetinaVue Network: Registration Card, Customer Portal Quick Start Guide, and the Setup Process* to create an account with the Welch Allyn RetinaVue Network and complete the registration process.
- Log in to the RetinaVue Network Customer Portal using the new User Name and Password that you entered during the initial account set up.
- The RetinaVue Network software application installation requires an activation key found on the RetinaVue Network Customer Portal Download page. **Tip:** Copy the activation key from the Customer Portal Download page and paste it into the RetinaVue Network software application.

To acquire the RetinaVue Network software application for the computer that you will be using to transfer images to the RetinaVue Network

1. Click on the **RetinaVue Network Software Download** link to download the latest RetinaVue Network software application.

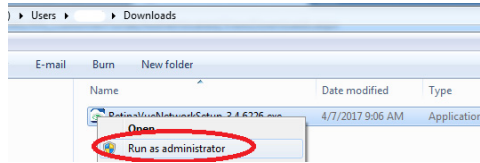


Note The default location for downloads on the computer is the Downloads folder.

Note For Windows Internet Explorer users, if prompted to run or save the *RetinaVueNetworkSetup-3.6.X.exe* file click **Save** and open folder.

Note For Google Chrome users, if prompted to *Open* the *RetinaVueNetworkSetup-3.6.X.exe* file when done or to *Show in folder* click **Show in Folder**. (The RetinaVue Network Software Download appears at the bottom left of the browser screen.)

2. After the *RetinaVueNetworkSetup-3.6.X.exe* file finishes downloading, open Windows Explorer to locate the file in the default Download folder location. Right-click on the executable file (*RetinaVueNetworkSetup-3.6.X.exe*) and select Run as administrator.



Note While the application can be opened by clicking on the *RetinaVueNetworkSetup-3.6.X.exe* file, Welch Allyn does not recommend this method because the Windows operating system may prevent a complete installation.

3. Click **Install**.

Note If the Microsoft .NET Framework 4.5 and Visual C++ 2013 are previously installed as part of your computer's Windows operating system, the installer recognizes these applications. However, if the Install wizard needs to install these applications the installation will take an additional 5 to 10 minutes depending upon your network connection speed and traffic.

4. After the software installation is complete, click **Launch** on the *Installation completed successfully!* screen.
5. Enter your RetinaVue Network Software Activation Key from the RetinaVue Network Customer Portal Download page into the RetinaVue Network software application. (See example screens from the Customer Portal Download page and the RetinaVue Network software application.)

RetinaVue Network Software Activation Key:
 XXXXXXXX-XXXX-XXXX-XXXXXXXX

Activation - Step 1

RetinaVue™ Network must be activated to continue.

Enter the activation key below then click **Next** to continue:

(found on the RetinaVue Network customer portal Download page)

XXXXXXXX-XXXX-XXXX-XXXXXXXX

Note The red border around the data entry field indicates that data needs to be entered or that there is a data entry issue. The red border disappears once the activation key is correctly entered in the right character length and format.

Note Hover the mouse over the data entry field to display tool tips about the nature of the data entry issue. (i.e., Activation key cannot be empty.)

6. Click **Next**.
7. Select your clinic where you will be using the software by highlighting the clinic.

Note If multiple clinics appear in the list, you might have to use the scroll bar to move down through the list to see your clinic.

Activation - Step 2

Which clinic will use this software?

Medical Center 1	1234 Dr Street Suite 123 Athens, TN 37923 United States
Medical Center 2	4321 Clinic Ave Building A Nashville, TN 37923 United States
Medical Center 3	10014 Medical Way Floor 1 Memphis, TN 37911

Which fundus camera will be used during exams?

RetinaVue™ 100 Imager

8. Select the state where the exams will take place.

Note If the exams take place in the same state as the clinic, click **Yes** and proceed to the next step. If the exams do not take place in the same state as the clinic, click **No** and use the drop-down menu to choose your state.

9. Select the camera from the drop-down menu.
10. Click **Next** to restart the software with the new settings. Click **OK**.



Existing RetinaVue™ Network software application users (USB only)

Note Windows® 8.1 and 10 tablet users with a touchscreen interface, use the touch feature where the instructions indicate a mouse-click.

Uninstall previous versions of the RetinaVue Network software application

Pre-requisites

- Clear out pending exams by submitting the exams or by deleting the exams.
- Uninstall the current RetinaVue Network software application from each computer that you use to transfer images to the RetinaVue Network.
 - Windows 7: Click on the *Start Menu > Control Panel > Programs and Features*. Select the *RetinaVue Network* software application by highlighting it. Click **Uninstall** and then click **Yes**.
 - Windows 8.1: Right-click on the *Start Menu > Programs and Features*. Select the *RetinaVue Network* software application by highlighting it. Click **Uninstall** and then click **Yes**.
 - Windows 10: Right-click on the *Start Menu > Programs and Features*. Select the *RetinaVue Network* software application by highlighting it. Click **Uninstall** and then click **Yes**.

Note Allow the Windows versions of Microsoft Visual C++ 2013 Runtime Libraries (x86) and Microsoft .NET Framework 4.5 to remain on each computer that you use to transfer images to the RetinaVue Network.

Note If prompted by the Windows operating system to run the software or to make changes to your computer, see the Notes and tips section for further information.

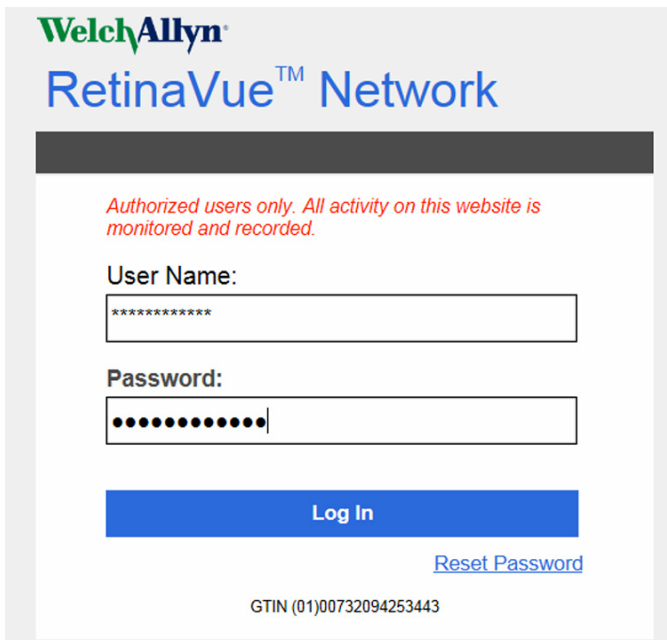
Update the RetinaVue Network software application

Installation Pre-requisites

- The RetinaVue Network software application installation requires Windows® Administrator privileges.
- A high-speed Internet connection is required.
- Follow the instructions from your original *RetinaVue Network* registration e-mail containing the information to access the RetinaVue Network Customer Portal or follow this link: https://www.retinavue.net/RN_CustomerPortal/.

To acquire the RetinaVue Network software application for the computer that you use to transfer images to the RetinaVue Network:

1. Log in to the RetinaVue Network Customer Portal. Enter your User Name and Password and click **Log In**.



Welch Allyn
RetinaVue™ Network

Authorized users only. All activity on this website is monitored and recorded.

User Name:

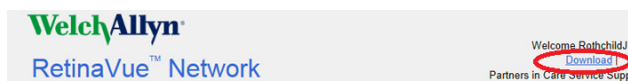
Password:

Log In

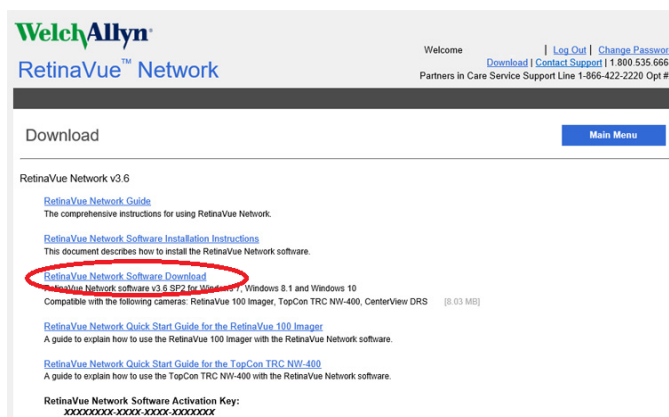
[Reset Password](#)

GTIN (01)00732094253443

- Click on the **Download** link.



- Click on the **RetinaVue Network Software Download** link to download the latest RetinaVue Network software application.



- After the *RetinaVueNetworkSetup-3.6.X.exe* file finishes downloading, launch the application. Right-click on the executable file (*RetinaVueNetworkSetup-3.6.X.exe*) and run as administrator.

Note If prompted by the Windows operating system to run the software or to make changes to your computer, see the Notes and tips section for further information.

- Click **Install**.
- After the software installation is complete, click **Launch** on the *Installation completed successfully!* screen.



First time set up of the company - RetinaVue Network Customer Portal

Note Follow the instructions from the welcome e-mail.

Note The RetinaVue Network requires an acceptance of the End User License Agreement (EULA) on the RetinaVue Network Customer Portal.

1. Use a web browser to navigate to the Welch Allyn RetinaVue Network Customer Portal at: https://www.retinavue.net/rn_customerportal.
2. Use the login information provided in the welcome e-mail.
3. Immediately after logging in, the website prompts you to change the initial password.

Change Your Password

Current Password:
.....

New Password:
.....

Confirm New Password:
.....

Cancel Change Password

The website will return to the login page once the password has been changed and will require you to login with the new information.

Note Passwords need to contain:

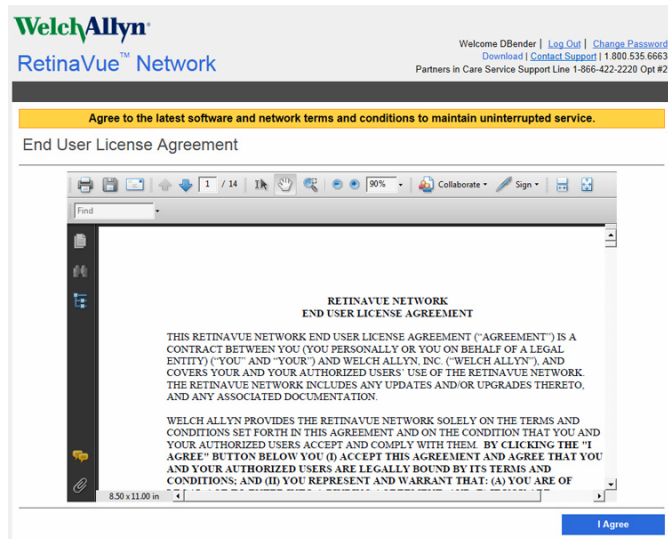
- a minimum of 8 characters
- a maximum of 32 characters
- at least 1 special character
- at least 1 numeric character
- at least 1 lower case letter
- at least 1 upper case letter

See the *Troubleshooting* section for instructions on recovering passwords through email notification and other password-related issues.

After logging in with the new password, accept the RetinaVue Network End User License Agreement (EULA).

Note The web browser needs to have a PDF viewer plugin enabled in order to be able to accept the End User License Agreement. Follow your browser's instructions for enabling the PDF plugin if the following message appears: *"Your browser does not support PDF file viewing. Please install a PDF reader plugin to view the document."*

4. Click **I agree** to accept the End User License Agreement.



5. At the *New Account Setup* screen, use the drop down menu to select a Two-Factor Authentication method. Choices include: *None*, *SMS Only*, *Email Only*, or *Both*. If no Two-Factor Authentication method is selected, complete the remaining steps in this section. If the *SMS Only*, *Email Only*, or *Both* Two-Factor Authentication methods are selected, refer to the "*Two-Factor authentication set up - RetinaVue Network Customer Portal*" section for a more detailed description of the steps necessary to complete the Two-Factor Authentication process as part of the first time set up of the company.

New Account Setup

Please confirm the company information below.

Official Company Name
Mountainview Clinic

Address * 1234 Red River Road **Ste/Unit** 12 **City *** Canyon Top **State *** UT **Zip *** 84005

Two-Factor Authentication
☒ None
☐ SMS Only
☐ Email Only
☐ Both

Next

Confirm the company information and click **Next**.

6. Enter the clinic name, phone number and address (or copy the company address) and click **Next** (Step 1 of 3).

New Account Setup

Clinic Setup: Clinic Information (Step 1/3)

[Copy company address](#)

Official Clinic Name * Mountainview Clinic **Phone *** 80112345678

Address * 1234 Red River Road **Ste/Unit** 12 **City *** Canyon Top **State *** UT **Zip *** 84005

Back **Next**

Note The clinic name cannot exceed 70 characters in length.

7. Enter the primary contact and IT contact for the clinic and click **Next** (Step 2 of 3).

New Account Setup

Clinic Setup: Contact Information (Step 2/3)

Primary Clinic Contact

First Name * Init Last Name * Suffix

Email * Phone * Ext

Cell Phone

IT Contact

First Name * Init Last Name * Suffix

Email * Phone * Ext

8. Enter at least one provider that will be referring patients for exams. (Step 3 of 3).

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

Referring Physicians

First Name * Init Last Name * Suffix * NPI *

Email * Phone * Ext

Click **Add** to confirm the entry. The provider (Referring Provider) is added to the Referring Physicians table.

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

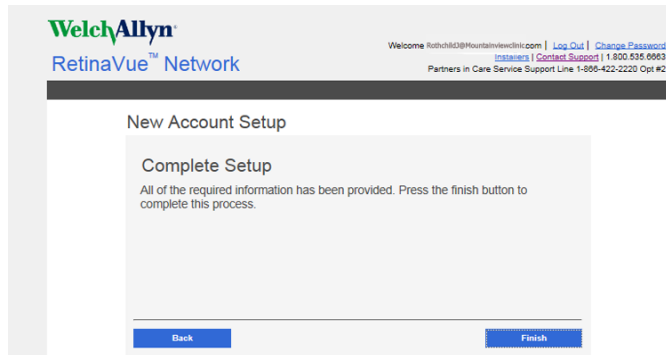
Referring Physicians

	Name	Suffix	NPI	Email	
1	Rosenthal, Sal R	MD, MPH	1234567890	RosenthalS@Valleyviewclinic.com	X

Note The Referring Provider First Name and Last Name must contain 3 or more characters. (Providers with 2-character names are not supported.)

(Optional) Enter information for additional providers and then click **Add** to confirm the entry.

9. Click **Finish** to complete the initial setup process.



Note Failure to accept the RetinaVue Network End User License Agreement (EULA) before attempting to download the RetinaVue Network software application will result in an interruption of the RetinaVue Network software service.

Two-Factor authentication set up - RetinaVue Network Customer Portal

1. Use a web browser to navigate to the Welch Allyn RetinaVue Network Customer Portal at: https://www.retinavue.net/rn_customerportal.
2. Use the login information provided in the welcome e-mail.
3. Immediately after logging in, the website prompts you to change the initial password. The website will return to the login page once the password has been changed and will require you to login with the new information.
4. At the *New Account Setup* screen, use the drop down menu to select a Two-Factor Authentication method. Choices include: *None*, *SMS Only*, *Email Only*, or *Both*.

Note For the first time set up of the company account, Welch Allyn recommends that the company admin selects *None*, *Both*, or *Email Only* as the Two-Factor Authentication method. The *SMS Only* option should only be selected after the initial account set up in order to be able to provide a cell phone number. The company admin will need to contact Welch Allyn Technical Support to add their cell phone number.

New Account Setup

Please confirm the company information below.

Official Company Name

Address * **Ste/Unit** **City *** **State *** **Zip ***

Two-Factor Authentication

Next

Select the desired method and then click **Next**.

Note

Selecting any Two-Factor Authentication method applies to all the users in the company. If *SMS Only* is chosen, a cell phone number for each user in the company needs to be provided in order for this feature to work. Select **Manage Clinics > Manage Users**, click on each user and add a cell phone number and click **Save**. (Required fields contain a red asterisk.)

User	First Name	Last Name	Email
JohnsonG	George	Johnson	RVNTester@Gmail.com

Contact Information

First Name * Init Last Name * Suffix

Email * Phone * Ext

Cell Phone *

User Information

5. For Two-Factor Authentication choices of *SMS Only*, *Email only*, or *Both* the Verification code is required for the next log in at the Customer Portal.
 - a. If the *Email Only* option is selected, an e-mail is sent to the e-mail address of the user logging in. The e-mail from **retinavue.notifier@welchallyn.com** contains the authorization key needed to verify authentication at Customer Portal for each login. Select "Send Verification Code via Email" and click **Send**.

WelchAllyn RetinaVue™ Network

Authentication Type Selection

Select Authentication Type

☒ Send Verification Code via Email

☐ Send Verification Code via Phone

Send

Verification

Verification Code

The verification code will expire after 10 Minutes.

Cancel **Verify**

Type, or copy and paste, the authorization key from the **retinavue.notifier@welchallyn.com** Email into the Verification Code field and click **Verify**.

Welch Allyn Authorization Key

to: retinavue.notifier@welchallyn.com

8:34 AM (4 hours ago)

Your authorization key for Customer Portal is 896962

CONFIDENTIAL NOTICE: If you are not the intended recipient of this message, you are not authorized to intercept, read, print, retain, copy, forward, or disseminate this communication. This communication may contain information that is proprietary, attorney/client privileged, attorney work product, confidential or otherwise legally exempt from disclosure. If you have received this message in error, please notify the sender immediately either by phone or by return e-mail, and destroy all copies of this message, electronic, paper, or otherwise.

- b. If the *SMS Only* option is selected, a text message containing the authorization key is sent to the user's cell phone number. The text message from **retinavue notifier** contains the authorization key needed to verify authentication at Customer Portal for each login. Select *"Send Verification Code via Phone"* and click **Send**.

WelchAllyn
RetinaVue™ Network

Authentication Type Selection

Select Authentication Type

☐ Send Verification Code via Email

☒ Send Verification Code via Phone

Send

Verification

Verification Code

The verification code will expire after 10 Minutes.

Cancel Verify

Type the authorization key from the SMS text message into the Verification Code field and click **Verify**.

Note Enter the Verification code from the Email, or SMS text message, within 10 minutes of receipt and click **Next**. If the verification code is not entered within 10 minutes, the *"Verification code is incorrect or expired"* message appears. Repeat the **Send** request and enter the new code before the 10-minute expiration.

WelchAllyn
RetinaVue™ Network

Authentication Type Selection

Select Authentication Type

☒ Send Verification Code via Email

☐ Send Verification Code via Phone

Send

Verification

Send Verification Code To: RVN*****@Gmail.com

Verification Code

913122

The verification code will expire after 10 Minutes.

The verification code is incorrect or expired

Cancel Verify



RetinaVue Network Customer Portal roles and associated privileges

The table compares the roles of the Company Administrator, Clinic Administrator, and Application Users within the RetinaVue Network Customer Portal. These roles are created by the Company Administrator during the first time set up.



Note

The roles and privileges of the RetinaVue Network software application are different from the RetinaVue Network Customer Portal.

Note

All RetinaVue Network Customer Portal users need to have a valid e-mail account.

	Company Admin	Clinic Admin	Edit Report	View Report (View only)	Schedule Patient
View and download new reports	X	X	X	X	
Edit new reports	X	X	X		
Search reports	X	X	X	X	
Add/edit referring providers for clinic	X	X			
Add/edit users for clinic	X	X			
Edit clinic information	X	X			
Add clinic	X				
Edit company information	X				
View statistics	X	X			
Schedule Patients	X	X			X

For their clinic, Clinic Administrators (**Clinic Admin**) can:

- Modify clinic information (address, phone, e-mail, etc)
- Maintain clinic primary & IT contacts
- Maintain the user list
- Maintain the referring physician list
- Modify patient demographics associated with a diagnostic report
- Download diagnostic reports
- Edit diagnostic reports
- View diagnostic reports

- Schedule a patient
- Add other users

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☐ Schedule a Patient *(wireless only)*
- ☐ View Scheduled Patients *(wireless only)*
- ☐ View New Diagnostic Reports
- ☐ Search Diagnostic Reports
- ☐ View Statistics
- ☐ Manage Devices *(wireless only)*
- ☒ Manage Clinics

Next

Edit Report can:

- Modify patient demographics associated with a diagnostic report
- Download diagnostic reports
- View diagnostic reports

View only users can

- View or search diagnostic reports
- Download diagnostic reports

Welcome to the RetinaVue Customer Portal

What would you like to do?

- ☒ View New Diagnostic Reports
- ☐ Search Diagnostic Reports

Next

Schedule Patient can:

- Schedule Patients
- View Scheduled Patients

Welcome to the RetinaVue Customer Portal

What would you like to do?

☐ Schedule a Patient *(wireless only)*

☐ View Scheduled Patients *(wireless only)*

[Next](#)



RetinaVue Network software application roles and associated privileges

The table compares the role of users within the RetinaVue Network software application. This list details the role of users that can access the RetinaVue Network software application for the purposes of performing eye exams and performing administrative activities (such as adding, removing, or editing Application Users, Referring Providers, and updating contact information). These roles are created during the first time set up.

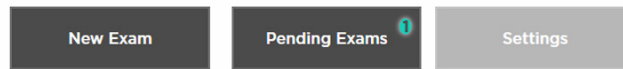
Note This table contains a list of roles for user that can access the RetinaVue Network software application when *Login Required* is selected. When *Login Required* is not selected all Application Users have admin privileges.

	Admin	User
Add/edit/remove Referring Providers	X	
Add/edit/remove Application User	X	
Perform an exam and submit it	X	X
Edit Primary Contacts for the clinic	X	
Set login required	X	
Enforce Image Quality	X	
Edit company information	X	
Import settings from the RetinaVue Network Customer Portal	X	
Deactivate RetinaVue Network software application from the computer	X	

Note For an Application User without Administrator privileges (Admin), *Settings* is disabled in the RetinaVue Network software application.

Welcome to the RetinaVue™ Network

Select one of the following options:





Password use - RetinaVue Network Customer Portal

Note New users: use the login information provided in the welcome e-mail.
Existing users: enter your current *User Name* and *Password* into the log in fields of the RetinaVue Network Customer Portal.

1. Use a web browser to navigate to the Welch Allyn RetinaVue Network Customer Portal at: https://www.retinavue.net/rn_customerportal.

The screenshot shows the login page of the Welch Allyn RetinaVue Network Customer Portal. At the top, the Welch Allyn logo is displayed in green and blue, followed by "RetinaVue™ Network" in blue. Below this is a dark gray horizontal bar. A red warning message states: "Authorized users only. All activity on this website is monitored and recorded." Below the warning are two input fields: "User Name:" with a masked password "*****" and "Password:" with a masked password ".....". A blue "Log In" button is positioned below the password field. To the right of the button is a blue link labeled "Reset Password". At the bottom, the GTIN (01)00732094253443 is displayed.

2. New users: immediately after logging in, the website prompts you to change the initial password.

Change Your Password

The screenshot shows the "Change Your Password" form. It contains three input fields: "Current Password:" with a masked password ".....", "New Password:" with a masked password ".....", and "Confirm New Password:" with a masked password ".....". Below the fields are two buttons: a blue "Cancel" button and a blue "Change Password" button.

The website will return to the login page once the password has been changed and will require you to log in with the new information. Existing users: proceed to the *Welcome* screen after entering the current *User Name* and *Password* into the log in fields of the RetinaVue Network Customer Portal.

Note

Passwords need to contain:

- a minimum of 8 characters
- a maximum of 32 characters
- at least 1 special character (examples include: !, @, #, \$, %, ^, &, and *)
- at least 1 numeric character
- at least 1 lower case letter
- at least 1 upper case letter

See the *Troubleshooting* section for instructions on recovering passwords through e-mail notification and other password-related issues. After 5 unsuccessful login attempts, the RetinaVue Network Customer Portal is locked. For assistance contact Welch Allyn Technical Support: www.welchallyn.com/service.

The screenshot shows the 'Change Your Password' form in the Welch Allyn RetinaVue Network portal. The form includes three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. The 'New Password' field has a red error message below it: 'The password is not strong enough. It must be at least 8 characters and up to 32 characters long, and have at least one upper-case letter, one lower-case letter, one number, and one special character.' At the bottom of the form are two buttons: 'Cancel' and 'Change Password'. The top of the page features the Welch Allyn logo, the text 'RetinaVue™ Network', and a navigation bar with links for 'Welcome KittKabbottle', 'Log Out', 'Change Password', 'Installers', 'Contact Support', and contact information: '1.800.535.6663' and 'Partners in Care Service Support Line 1-866-422-2220 Opt #2'.

3. New Company Administrators: after logging in with the new password, confirm the company information.